

Chami Joe Ro



Ambitious visionary entrepreneur with vast experience in property ownership, operations, P&L management, strategic positioning, development, and strategic planning with both startup and growth of real estate and manufacturing. Provide extraordinary leadership, skilled negotiating and business development success.

Experience

03/2007-present Comfort Inn and OYO Hotel

Tumwater, WA

President / General Manager

- Overall property management with company's established policies and procedures
- Responsible for directing hotel's general manager in areas of associate relations, guest service, profitability, product quality, and compliance to franchise standards.
- Maintain tight cost controls as established in the annual budget, coordinate preventive maintenance and capital programs, and discipline property management.
- Achieved franchise quality assurance inspection scores higher than average.
- In charge of all operations, including sales, public relations, purchasing, and revenue management.
- Ensure standards of guest services, décor, housekeeping, maintenance, food quality, guestroom and meeting room operations.

1/2016-2017 Korean American Hotel Association – WA State

President

- Promote communication & education to members.
- Products & services group negotiation.
- Promote business growth.

1/2016-2017 Korean American Hotel Association – National

Vice-President

- Promote communication & education to members.
- Products & services group negotiation.
- Promote business growth.

09/2008-present Thurston County Hotel Association

Board Member

- Creation of Tourism Promotion Area (TPA).
- TPA budget development and management.

8/2008-present Lodging Tax Advisory Committee – City of Tumwater

Advisory Committee Board Member

- Promote tourism in the city of Tumwater and its vicinities.
- Budget development and management.

12/2013-12/2015 Korean American Hotel Association – National

Franchise Liaison Board Member

- Enhance communication & relationship between members & franchises.
- Assist in problem resolution between members and franchisors.

9/2010-12/2013 Korean American Hotel Association – National

Secretary

- Communications membership management.
- Properly record proceedings of the meetings and carry in execution of all orders, votes and resolution of the association.

11/2008-present Korean American Hotel Association – NW Chapter

Secretary / Vice-President / Founding Member / Board Member

- Promote communication & education to members.
- Products & services group negotiation.
- Promote business growth.

04/2006-03/2007 Best Western Plaza by the Green Kent, WA

Assistant General Manager

- Increased revenue 25% in 2006 compared to 2005
- Increased BW QA inspection score from 900 to 950 points (max 1000)
- In charge of sales, public relations, and revenue management
- Approve expenditures
- Ensure expected standards of guest services, décor, housekeeping, maintenance, food quality, meeting room operations

12/2005-3/2006 NW Immigrant Rights Project Tacoma, WA

Volunteer Legal Assistant

- Complete intake forms to be reviewed by attorneys
- Interpret between Spanish speaking clients and attorney

- Interpret between Korean speaking clients and attorney
- Translate documents from Spanish to English
- Research, filing, photocopying, and phone duties

1999-2007 Han Joe Ro, LLC Tacoma, WA
 1999-2008 Northshore Plaza Ent., Inc. King County, WA

General Manager

- Property management
- Property evaluation, examination of loan, lease, purchase & sale, closing documents

1994-2005 Chami Design, Inc. Tacoma, WA

General Manager

- Increased sales from \$500K to \$3.8 million
- Negotiated contracts and sought new business opportunities
- Expanded business scale from working with small local firms to internationally recognized companies
- Managed the growth, purchase, and the move of the business property from 5,000 sq. ft. to 120,000 sq. ft. building
- Managed production schedule & quality, customer relations, and resolved production issues
- Implemented employees' handbook and safety program
- Managed booking responsibilities, constantly striving to expand the business, minimize waste, and improve efficiencies

Education 1988-1994 University of Washington Seattle, WA

- BA Spanish
- BA General Art
- BA Fiber Art

Certification CHA, Certified Hotel Administrator by the American Hotel & Lodging Educational Institute

Skills

- Fluent in Spanish and Korean
- Good general computer skill & property management systems
- Digital Photography

Interests Fine arts appreciation, meditation, and local politics

Personal Character Dynamic, assertive, accountable, and out-going

Reference

Available upon request