

# Margaret Sinclair

Hotel General Manager

✉ [margaret.sinclair.gm@email.com](mailto:margaret.sinclair.gm@email.com)  
☎ (555) 718-2649  
📍 Boston, MA  
🌐 [linkedin.com/in/margaretsinclair](https://www.linkedin.com/in/margaretsinclair)

## SUMMARY

Cornell-trained Hotel General Manager directing \$62M P&L at the 563-room Westin Copley Place Boston. Exceeded EBITDA budget by 8%, grew RevPAR 17%, and lifted RGI from 0.99 to 1.12. Forbes LQA maintained above 91%. CHA-credentialed; led \$5.2M renovation on schedule and on budget.

## EXPERIENCE

### General Manager

Westin Copley Place Boston • Boston, MA • Jan 2021 - Present

GM at 563-room full-service Westin in downtown Boston.

- Directed \$62M P&L exceeding EBITDA budget by 8% across 3 fiscal years
- Grew RevPAR 17% and lifted RGI from 0.99 to 1.12 vs comp set
- Led \$5.2M renovation of guest rooms and lobby on schedule and on budget
- Held Forbes LQA above 91% and Marriott QA above 95

### Hotel Manager

Boston Park Plaza • Boston, MA • Apr 2016 - Dec 2020

Hotel manager at 1,060-room Boston Park Plaza overseeing rooms and F&B.

- Owned rooms and F&B P&L totaling \$46M annual revenue
- Lifted GuestSat from 81 to 89 over 3-year tenure
- Managed 580-person team across 4 outlets and front office
- Led property through Marriott Autograph Collection brand conversion

### Director of Front Office

Mandarin Oriental Boston • Boston, MA • Aug 2012 - Mar 2016

Director of Front Office at 148-room luxury Mandarin Oriental.

- Maintained Forbes 5-Star Front Office service standard 4 consecutive years
- Owned overnight, AM, and PM shift coverage with 99.4% audit accuracy
- Trained 28 front office colleagues on Forbes service-flow standards
- Managed VIP and rooms-control programs for 220 returning guests

## EDUCATION

### Bachelor of Science

Cornell University - School of Hotel Administration • Ithaca, NY

Sep 2008 - May 2012

Hotel Administration • GPA: 3.7

## SKILLS

Full-Service P&L  
RevPAR / RGI Strategy  
Renovation Management  
Marriott Brand Standards  
Forbes LQA Discipline  
Owner / Asset Management  
Talent Pipeline

## LANGUAGES

English • Native  
French • Fluent

## STRENGTHS

P&L Stewardship  
Beat EBITDA 8% across 3 fiscal years on a \$62M base.  
Brand-Standard Operator  
Forbes LQA above 91% and Marriott QA above 95 sustained.

## CERTIFICATES

Certified Hotel Administrator  
(CHA)  
American Hotel & Lodging  
Educational Institute  
Jun 2018  
Top hotel-management credential.