

Sabina Tonarelli-Frey
Email: freys@fiu.edu or stfconsulting@msn.com

PROFESSIONAL EXPERIENCE:

August 2003 to Present **Adjunct Lecturer, Trainer**
Florida International University
School of Hospitality & Tourism Management

Responsibilities: Instructor for both live & on-line classes at the Graduate & Undergraduate levels, specifically in the areas of Hospitality Human Resources, Leadership, & Service Operations Management.

Also took on responsibilities of developing & facilitating leadership & customer service programs for the Institute for Hospitality & Tourism and Education & Research (IHTER), Continuing and Professional Studies (CAPS), and the Division of Human Resources-Organization Development and Learning (ODL).

March 2004 to Present **President & Consultant**
STF Consulting, Inc

Responsibilities: Offering consulting in Human Resources Management & Customer Service.

February 1998 – August 2003 **Director of Human Resources**
LOEWS MIAMI BEACH HOTEL

Responsibilities: Create the Human Resources Department for the opening of the Loews Miami Beach Hotel, an 800-Room & 950-Employee Resort-Convention Hotel. This included implementing all pre-opening and post-opening processes in the areas of: recruitment, benefits, employee relations, worker's compensation, counseling & disciplining, and employee training. Member of the Executive Committee.

Accomplishments: Successfully opened on December 24, 1998, the first hotel to be built in Miami Beach in the last 30 years. Recruit 950 service-oriented team members, in a challenging labor market. Turnover at less than 50% in the first year of operation.

October 1993 - February 1998 **Director of Human Resources**
MIAMI AIRPORT HILTON & TOWERS

Responsibilities: Led the Human Resources functions for this 500-Room, 425-Employee property.

Accomplishments: During my tenure, employee general morale increased from 64% to 86%, staff turnover decreased from 45% to 33%, and worker's compensation expenses decreased from an average of \$ 300,000 to less than \$ 100,000 annually.

**January 1997 - February 1998 Human Resources Cluster Lead
HILTON HOTELS**

Responsibilities: Liaison for Hiltons of Florida (to include managed properties and franchises). Implement and coordinate resources so that various properties can share best practices and find means to decrease costs for Hotels.

Accomplishments: Shared recruitment expenses, shared training resources, created succession planning management and front line staff within the Florida properties.

**March 1992 - October 1993 Assistant Director of Human Resources
ATLANTA HILTON & TOWERS 1200-Room & 1000-Employee Property**

**October 1988 - March 1992 Employee Relations/Quality Manager
FONTAINEBLEAU HILTON 1200-Room & 1200-Employee Property**

January 1988 - May 1988 Campus Liaison, Hilton Hotels/FIU

ADDITIONAL EXPERIENCE:

January 2002 – August 2003

President, South Florida Human Resources Hospitality Association

July 1989 - December 1989

Miami Dade Community College

Part Time Instructor

**Hospitality Management, Exchange
Students**

EDUCATION:

- Masters in Business Administration, Nova Southeastern University, April 1996
- Bachelor's in Science, Hospitality Management, Florida International University, May 1989

LICENSES & CERTIFICATES:

- Completed Introduction to Teaching Two-Day Workshop, Academy for the Art of Teaching, FIU, January 2007
- Completed WEB CT course, FIU-UTS training, October 2003
- Attended CBA Online workshops-training, FIU
- Certified Professional in Human Resources (PHR), 1998
- Certified Talent Plus Interviewer (Staff & Manager Interviews)
- Zenger-Miller Certified Trainer
- Dean's List, 3.9 GPA throughout University studies
- VP Delta Delta Phi Honor Society, Spring 1989

PROFESSIONAL AWARDS RECEIVED:

- Awarded with the Adjunct Faculty Excellence in Teaching Award, FIU, 2007
- Leadership Award, Hilton Hotels, 1994
- Commitment Award, Hilton Hotels, 1990 & 1993

LANGUAGES:

Fluent in English, Spanish & Italian