

WM BRANDT FORD

PROFESSIONAL PROFILE

I retired 8 years ago after spending 31 years in hotel operations, primarily with the Seelbach Hotel, the Brown Hotel, two historic 4 Star properties in Louisville, and Towne Park, which is a national company that provides Bell/Concierge and Parking management services for hotels and hospitals.

In the hotels, I was Rooms Director responsible for Front Office, Concierge, Bell/Shuttle/Valet Service, Communications, Housekeeping and in house Laundry. Provided leadership to Room Management Teams focusing on associate performance and development, overall Guest Service Experience and Financial Controls.

As a District Manager with Towne Park, I had multi city responsibilities including Nashville, Indianapolis, Chicago, St. Louis, Columbus OH, Baltimore and Louisville.

Set up District Offices in Nashville (which became the company model), Baltimore and Indianapolis.

Developed and maintained customer relationships with the hotel management teams.

Implemented Corporate initiatives for improving guest service, sound financial results for our hotel clients and Towne Park and developing career paths for our associates within the organization.

POST RETIREMENT ORGANIZATIONAL SERVICE

I have been working with the Highlands-Douglass Neighborhood Association for 7 years. I have served one term as Vice President and 6 terms as Treasurer. The future of Douglass Park and Community Center became a concern about 7 years ago and an ad hoc committee was formed to work with Parks to find a path to save the Center. I have been very involved in this project including fundraising efforts, volunteer labor towards renovating the "Old House". I am happy to say additional City funds have been committed in this year's budget to begin interior structural work. Other projects I have and continue to work with are the MSD Tree Grant Program, HDNA Membership Committee, Pedestrian/Bike safety Committee.

I began tutoring 2nd and 3rd grade JCPS students in reading through an organization HUG (Help Us Grow). We tutor one on one for an hour each week at participating elementary schools. Of course, last year and this year we have had to go virtual with tutors and students each working from an iPad. This has added a new challenge for many of our primarily retiree tutors. The program is closely measured and monitored by JCPS. Results have been very positive allowing HUG to expand to other cities and states.

Having lived in the Highlands since 1967, I bought my 1st house at 25 and now living in and restoring our 4th. I was involved in starting the Original Highlands Neighborhood Association.

