

CATRIONA ELDEMERY

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SUMMARY

A successful client-focused, results-oriented people leader with a proven track record internationally and domestically in strategic long-term planning. A dynamic leader with exceptional skills in the areas of employee engagement, sustaining culture, diversity and inclusion resulting in consistent employee engagement results. Daily involvement in the day to day business operations, resulting in achieving cost effective labor management, wage and hour compliances, along with budget planning and execution. A highly organized, independent, and self-motivated professional able to cultivate long-term relationships with teams, executive stakeholders, and clients.

EXPERIENCE

FOUR SEASONS HOTELS & RESORTS

- **Senior Director of People and Culture, Boston** 2015-2019
- **Director of Human Resources, Boston** 2003-2014
- **Director of Human Resources, London at Park Lane,** 1999-2003

As a member of the executive team, served as a key strategic business partner responsible for all aspects of the People Operations. As one of the top five leading luxury properties in the national portfolio, I reported to the Regional Vice President/General Manager and was responsible for the proposal, planning and execution of the total Human Resources annual budget. Acted as a strong advocate to uphold culture and core operating standards of the company for consistent strong guest experience and business results. Advised on compensation strategies to maintain competitive position in the market and oversight of compensation decisions property wide. Maintained a union-free property for over 16 years in a highly active union city in Boston.

STRATEGIC PLANNING AND EXECUTION

- Strategically managed cohesive teams during the downturn in business following the tragedy of 9/11, and the economic downturn of 2008/2009. Was instrumental in transitioning the overnight service team to an external contractor along with overseeing the closure of a very established restaurant while sourcing and securing 98% of the team impacted in alternative position in our competitive hotels within the city.

COLLABORATIVE BUSINESS PARTNER

- Key onsite person in annual negotiations for medical plan renewals. Introduced and implemented a variety of plans and vendors, along with offering full and self-insured plans to our employees. Controlled and monitored employees' hours worked, plan design, experience ratings, and introduced additional tier ratings to help contain costs while adapting to major legislative changes with the ACA., resulting in a decrease of 25% of enrolled employees in the plans.
- Represented the business in all employee-related legal cases for MCAD, EEOC, DUA and civil cases.
- Negotiated annual contracts with unemployment agency, temporary staffing agency for catering events, and legal employment consultant.

TALENT DEVELOPMENT & RETENTION

- Established capabilities in talent acquisition, in a multi-generational and culturally diverse team of over 440 employees, resulting in 30% the workforce celebrating 10 + years of service with the company.
- Following our annual affirmative action statistics, modified and adjusted our recruitment and retention strategies, while continuing to attract a diverse and international employee base.
- Led bi-annual succession planning with executive teams, resulting in annual intercompany transfers/promotions of 15% of local talent and 10% of international employees into Boston among sister hotels.
- Consistently achieved annual turnover rate below 20% through strategic hiring, performance management and retention programs

EMPLOYEE ENGAGEMENT

- Resulting from progressive and creative employment engagement strategies, the Boston property trended in the top 10% tier of all USA properties for annual employee opinion scores, ranging between 87% - 93%, with consistent high ratings in the HR Division.
- Selected at Boston property to pilot a new employment engagement program in conjunction with the Great Places to Work, due in part to being the only hotel company since inception and 21 consecutive years to be awarded the "Forbes Top 100 Best companies to work for."

BUDGETING & P&L

- Created, controlled and expedited annual budget for benefits \$3.2m, employee relations \$120K, training \$65K and recruitment \$25K. Monthly accountability and reforecasting on these expenses while delivering a variety of creative and upscale vibrant events and employee recognition initiatives, resulting in a culture of engagement and strong retention year over year.

TRAINING FACILITATOR

- Selected by our corporate headquarters to be one of only ten key facilitators worldwide to train and deliver a customized three-day transformational training program (DLP) to global executive and senior leaders exclusively.
- Selected by corporate office with identifying, train and developing four Human Resources Directors, to fill the rapid growth pipeline for the company due to the high performance and reputation of the Boston property.

COACHING AND COUNSELING

- Due to strategic proactive employee coaching and effective discipline, a significant downward trend in the number of legal claims brought against the property resulted from 5 upon inception and trending between 2-5 annually to 2-5 in a five-year period.
- Achieved a 40% reduction in the MCAD cases filed because of effective and progressive coaching and counselling/progressive discipline.

ADDITIONAL EXPERIENCE:

Assistant Director of Human Resources, Boston, Massachusetts, 1997-1999.

Director of Housekeeping, Assistant Director of Housekeeping, Fine Dining Restaurant Manager, Bristol Restaurant & Room Service Manager, 1989-1997.

EDUCATION

GALWAY-MAYO INSTITUTE OF TECHNOLOGY, Galway, Ireland
B.A. Honors Degree in Business Management

PRESENTATION & AFFILIATIONS

- Member of the Greater Boston Human Resources Association
- Member of the Society for Human Resource Management (SHRM)
- Member of a Great Boston local professional Human Resources leaders, SHRN
- Member of the London West One local Human Resources Association
- Active community outreach member, as Chairperson of the annual Four Seasons Run of Hope Committee, both in London and Boston, to raise money for cancer research. Affiliated with Royal Marsden Hospital in London and Massachusetts General Hospital and the Pediatric Children's Cancer Center in Boston