

Marcia Bradley, President – Hotel & Restaurant Division
The Hospitality Resource Group International, Inc.
Modified Client & Project List
Speaking Engagements, Training Program Development, Consulting Projects

International Hotel, Motel & Restaurant Shows – ‘80’s & 90’s – Featured Speaker - Exhibitor

The Educational Institute of the AH&MA

“Motivation For Service Excellence”, “Management For Higher Profit”, “Total Quality For Higher Profit”, “Identifying and Removing Causes For Error”, “Peak Performance For Service Mastery”, “Training For Growth, Improvement & Retention”

HSMIA – Chapter Speaking Engagements - Orlando

MPI – Member Speaking Engagements – Long Beach, California

SCORE-Featured Speaker – Quarterly Workshops for Entrepreneurial Women

Asian Hotel Owners Association-Annual Convention-Featured Speaker – Annual Convention – Opryland/Nashville, TN – Sponsored by Travelodge

CHART – Member Speaking Engagements

CHRIE – Member Speaking Engagements

New York State Hospitality Association – Statewide “Serving Alcohol With Care Seminars”, Spring Conference Key Note Speaker “Creating Champions”

Puerto Rico Hotel & Restaurant Association – Annual Trade Show & Convention – Featured Speaker – “Creating Champions”

The Caribbean Hotel Association – Keynote Speaker Annual Conference – Dominican Republic

National Restaurant Association & Show - Featured Speaker

New York State – Developed, Produced/Directed & Presented Statewide Seminar Tours – “Professional Service Excellence”, “Professional Dining Room Management”, Chapter Featured Speaker/Rochester, Syracuse, Buffalo, Binghamton, Ithaca, Utica, Albany, Long Island, Watertown, Tarrytown, Manhattan, Catskills, Poughkeepsie, Westchester – Board Member/Rochester

New Jersey, Pennsylvania, Maine, Illinois, Missouri, Texas, Florida, California, Oregon, Hawaii Restaurant Association’s & Shows – Featured Speaker

Nevada Hotel & Restaurant Association – Sponsor Consultant

Canadian Restaurant Association-Hostex Show – Featured Speaker – “The Professional Server of Excellence”

Women’s Foodservice Forum – Board Member – Opening Annual Conference Speaker – San Francisco

Canadian Department of Tourism – Exclusive Featured Speaker – SeaSell Marketing Cruise for Atlantic Canada – Seminars/Workshops for Prince Edward Island – Nova Scotia
Atlantic Canada – SeaSell Tourism Cruise

In-Flight Caterers Association-Keynote Speaker

Native American Gaming Conference – Keynote Speaker – “Creating Champions”

California Culinary Institute – Keynote Speaker – “Creating Champions”

Rochester Institute of Technology – Featured Speaker

Cornell University – Featured Speaker

SUNY – Featured Speaker

Marriott International-NE Region//Bermuda/Barbados-SE Region/Atlanta/Florida-SW Region/California
Hilton/Vista International-NYC/Chicago/Pittsburgh/Puerto Rico/Columbia/ Venezuela – Developed,
Produced/Directed & Presented over 35 Customized Training Seminars Regionally

Hyatt Hotel Corporation, The Ritz-Carlton Hotel Company, Ocean Properties, Interstate Hotels, Holiday
Inns, Travelodge-Annual Convention/Conference, Beekman Arms – Developed, Produced & Presented
Customized Training Seminars

Downtown Athletic Club, “21” Club, The Russian Tea Room, Windows On The World –NYC –
Customized Training Seminars

Red Lobster, IHOP-NE/SE/MW/SW, Church St. Station – Regional, National Customized Seminars –
corporate & franchisee – Keynote Speaker – Regional & National Conventions

Grand Canyon Railway – Customized Training Seminars

Carnival Cruise Lines – Mystery Shopping Contract

PGA – Orlando & Las Vegas, Minnesota, Texas – Trade Show Exhibitor/Sponsor/Vendor

Las Vegas Golf, International Golf – Preferred Vendor/Corporate Trade Show

Locust Hill CC, Monroe CC, Country Club of Rochester, Rochester Yacht Club – Consulting, Training &
Customized Assessment System Development

John’s Island – Vero Beach – Customized Training Programs

Restaurant Business Magazine, Restaurant Hospitality Magazine - Editorials

Eastman Kodak Company, Motorola, Mobil Chemical, Tyson Foods, Coca-Cola-Minute Maid –
Consulting & Key Account Alliance Programs

Dine-Mor – Consulting & Key Account Alliance Programs

Angelica – Keynote Speaker

Sysco Corporation – Featured Speaker and Show Seminars

Entertainment Publications – Consulting & Conference Training Seminars

NFL – Golf Product Sales

Olympics – Co-consulting Foodservice

Belize – Co-consulting Infrastructure Project

Telephonica – Sponsorship Development Alliance for Customized Hospitality Training Seminars in Puerto Rico

Smithsonian Institute – Alliance Consultant

Sony – Consulting – Alliance Development Director between Sony Custom Music and Marriott Vacation Clubs International

Author – “The Professional Server’s Guide To Excellence”, “Creating Champions”, “Management For Higher Guest Satisfaction”, “Management For Higher Profit”, “Total Quality Hospitality”, “Peak Performance For Total Quality”, “Coaching & Counseling For Creating Champions”, “Mirroring for Superior Telephone Hospitality, Sales & Reservations”, “Train-the-Trainer”, “Superior Presentation Skills”, “Motivation For Service Excellence”, “Motivation For Superior Food & Beverage”, “Motivation For Creating Housekeeping Champions”, “Executive Excellence”, “Developing Leadership Excellence”, “Developing Alliance Partnerships”, “Advanced Management Skills” and over twenty-five customized manuals, assessment materials, presentation materials, power point materials and videos