

Christine Nelles

Biography

With 18 years of progressive management experience as General Manager and Director of hotels, resorts, lodges and bed & breakfast operations, Christine Nelles has an impressive background within the hospitality field. Her career commenced in managing front office, rooms and operations of two of Canada's most prestigious hotels in Winnipeg, Manitoba and Toronto, Ontario, and she progressed rapidly over a seven year period due to her innovative management style and incredible people skills to manage guest and staff relations. She was then recruited to manage a West Indies resort as a Front Office/Operations Manager and within one year she was promoted to General Manager. Within these roles she reengineered resort operations and made dramatic contributions to improve sales, service delivery, organizational structure, systems, training programs, procedures and policies. Christine also introduced environmental programs to reduce costs, enhance community relations and improve the location's corporate image.

In 2009, Christine Nelles joined forces with Devin Nelles to establish Niche B.H.O.C., a company dedicated to providing transition and turnaround management services for hospitality properties on an international scale. She successfully assumed the role of Operator and Hospitality Consultant for a bed & breakfast in Cape Breton, Island, Nova Scotia, Canada for a one year contract and a six month contract directing a lodge in Belize, Central America. With Christine's analytical skills, she was able to assess the obstacles and opportunities for these diverse properties to resolve major hurdles while boosting their revenues. Her phenomenal ability to develop strategic plans, reduce overhead costs, implement structured systems and programs, and introduce highly effective marketing strategies were critical to her success during her contracts. She also played a key role in a major renovation project that significantly improved a property's sanitation, safety, public image and staff efficiency.

Throughout her career, Christine has been reputed as a highly motivational, enthusiastic and inspirational leader who is able to resolve varied staffing issues in Canadian and international settings. She is able to instil a positive morale and rebuild teams to optimize their skills and performance.

Christine has directed hospitality operations with as few as 8 rooms to as many as 1365 rooms, showing her versatility to adapt to the needs of properties. Christine Nelles is a visionary turnaround manager with a longstanding career in directing the operations of hospitality settings in a manner to maximize profits.

