

## A MESSAGE FROM TED RATCLIFF

Senior Vice President, Operations, US Eastern Region



We are pleased to announce the appointment of Allison Fraser to general manager of the 419-room Hilton Toronto Airport Hotel & Suites. The hotel, located directly across from Pearson International Airport, is ideal for travelers looking for easy access to some of Toronto's largest corporations. It features 23,000 square feet of meeting space and is conveniently located between the area's two primary convention centers: Toronto Congress Center and International. The hotel was renovated in 2010 after a \$15M, two-year, three phase refurbishment program. In her new role, Allison will oversee the hotel's day-to-day operations and begins her new position on March 21. She succeeds Tammy LeBlanc, who was recently promoted to general manager of the Hilton Québec.

Prior to her new role, Allison was general manager of the 197-room Hilton Saint John, one of the premier hotels in New Brunswick's largest city. Her responsibilities included managing the adjacent Saint John Trade & Convention Centre, the largest in New Brunswick, with 24,000 square feet of function space including a 17,000-square-foot ballroom, six breakout rooms, an executive boardroom, exhibit space and welcome center. During her tenure at the Hilton Saint John, Allison was responsible for managing a three-phase renovation program for the Saint John Trade and Convention Center as well as supervising the refurbishment of the hotel's lobby and kitchen as well as all team member areas. Under her leadership as GM of the Hilton Saint John, the hotel won't he company's prestigious "Genius of the And" award in 2014.

During her 29-year career, Allison has honed her operations, finance, human resources, sales and marketing skills so that she can efficiently manage and direct all aspects of a hotel. Prior to joining Hilton in 2013, she served since 2007 as general manager of the Emerald Lake Lodge in Field, British Columbia, a high-end, unique, remote, historic, four-star property housing 85 guest rooms and suites spread out in 23 cabins over 15 acres in Yoho National Park in the Canadian Rockies.

A native of South Africa, Allison served in various general manager positions at four-star hotels throughout the country in Cape Town, Western Cape and Johannesburg. Prior to her career as a general manager, Allison worked in operations, housekeeping and food and beverage roles at six South African hotels.

Allison is a 1987 graduate of the Johannesburg Hotel School, where she studied hotel management. She earned Certified Hotel Administrator accreditation from the Educational Institute of the American Hotel & Lodging Association in 2011, completed the Institute's Skill Builders Program in 2000 and was accredited by the International Coaching Federation in 2009.

She is an active board member for the Hotel Association of Saint John and serves as the organization's treasurer. Since 2013, she has also served as the Chair for Discover Saint John and was recently chosen to participate in the Hilton Executive Roundtable's development coaching program for top performing GMs.

Please join me in congratulating Allison on her new position.

*Ted Ratcliff*  
*Senior Vice President, Operations*  
*Eastern North America*  
*Hilton Worldwide*