



Message from the President



**Diane Gandy,
President**

It is an honor to serve as the President of the Nevada Hotel and Lodging Association.

The Nevada Hotel and Lodging Association (NHLA) is the leading industry association in Nevada and one of the strongest in the USA. Since 1979, NHLA has been the unifying voice for Nevada's multi-billion dollar resort and lodging industry. The Nevada Hotel and Lodging Association has been serving the industry since 1979. Our mission is to serve the lodging industry by providing opportunities for professional development, offer comprehensive and robust industry educational resources and programs; provide value-added member based services; assist with representation

and advocacy at local, state and national levels in industry affairs; provide relevant communication channels; host networking activities; and continue to be the voice of the industry.

NHLA provides dozens of events and activities for members annually while representing the hotel industry statewide. In addition to our board of directors, we have various divisions within the association including Women in Lodging, Next Reigning Generation Young Professionals, Emerging Leaders.

Our Board of Directors is comprised of top industry leaders throughout the state. The expertise and leadership of the board and staff ensures NHLA continues to be a vital resource and important partner for our members and the hotel industry in Nevada.

Please contact me at any time I may be of service. It is my pleasure and honor to be a part of our dynamic, progressive and active association.

Sincerely,

Diane Gandy

Diane Gandy
President

Message from the Chairman of the Board



**Mary Ann Burns,
VP of Hotel Operations, Boyd Gaming**

I am honored to have been appointed as the next Chairman of the Board for the Nevada Hotel and Lodging Association. I look forward to the next two years with great excitement.

The Nevada Hotel and Lodging Association brings an abundance of resources, benefits and activities to our hospitality industry. We provide statewide seminars, conferences, networking opportunities, certifications, bowling and golf tournaments, and various divisional activities for the benefit of all interests of our members.

NHLA Women in Lodging was founded in 2015 and we have grown this division to over 200 members. WIL provides the ideal platform to promote women's leadership as well as professional career development. The program includes a dynamic mentor program with two annual sessions, leadership development opportunities such as the Leadership Chats program with top female leaders in the industry and the new Read to Lead Book Club. We also host many seminars, conferences and networking events as well as philanthropic activities for the women's charities that we support.

The Next Reigning Generation Emerging Leaders is comprised of professional leaders 36 and younger building a career in the hospitality industry. NHLA provides guidance and support for these members through a dedicated leadership council, quarterly activities, leadership development opportunities and philanthropic support encouragement. The new Horizons mentor program provides the opportunity for the young members to meet established leaders in the industry and spend time learning from them.

We have many committees for members to participate within both in lending their expertise and resources for the membership and developing new contacts and skills.

We have a robust schedule of events and activities scheduled for this next year under the leadership and management of NHLA President Diane Gandy and Vice President Irving Pamblanco. Leadership development will be a key focus.

On behalf of our Board of Directors, I look forward to working with our teams and meeting our members. Thank you for the support and let's have a great 2020!

Sincerely,

Mary Ann Burns

Nevada Hotel and Lodging Association 2020 Board of Directors

Officers

Chairman of the Board

Mary Ann Burns
Vice President of Hotel Operations
Boyd Gaming

SNV Vice Chairman

Alex Canales
Sr. Regional Managing Director - LV
Hilton Grand Vacations Club

NNV Vice Chairman

Cheraz Ecker
General Manager
Atlantis Casino Resort Spa

Secretary/Treasurer

Chris Breed
Vice President of Operations
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Executive Board

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Shannon McCallum Crawford
Vice President
Aria Resort and Casino and Vdara Hotel and Spa

Debra S. Lang
General Manager
Holiday Inn Express & Suites, Minden

Josef Wagner
Vice President of Food & Beverage
Aria Resort & Casino

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President
Luxor Resort & Casino

Arik Knowles
Vice President of Hotel Operations
Tropicana Las Vegas

Matt Carter
Director of Hotel Operations
Carson Valley Inn

Andy Meese
Vice President of Hotel Operations
Bellagio

Eric Eisenberg
Director of Hotel Operations
Boyd Gaming Downtown Region

Jaime Miranda
Vice President Hotel Operations-Luxury Services
Venetian and Palazzo

Mark Fenton
General Manager
The Platinum Hotel

Eric Olson
General Manager
Whitney Peak Hotel

Kevin Glass
Resort General Manager
Downtown Grand Hotel and Casino

Simon Pettigrew
Sr. Vice President of Resort Operations
The Cosmopolitan Resort and Casino

Ilse Harley
Regional Vice President and General Manager
Four Seasons Hotel Las Vegas

Michael Rounds
Resort Manager
Bluegreen Vacations Corporation

Robert Jenny
Hotel Manager
Waldorf Astoria

Matt Tyburski, CAM, CMCA, AMS
General Manager
Wyndham Desert Blue

Soren Jensen
General Manager
Cancun Resort

Mike Jones
General Manager
Gold Dust West - Carson City

Nevada Hotel and Lodging Association Executive Staff

To ensure full resources, visibility, representation and member benefits, Nevada Hotel and Lodging Association is led by two key executives under the direction of the NHLA Board of Directors.

Diane Gandy, President, CGSP

Diane Gandy serves as President and has over 35 years of hotel and travel industry experience including hotel management, OTA major market management, online marketing, industry sales, event planning and communication. She has worked in executive industry positions in both NNV and SNV.

Diane's NHLA responsibilities include general organizational management, business development and member resources. She focuses on hotel industry leadership development, benefits, sales, marketing, communications, association programs, educational resources, networking, special events, community engagement and strategic partner development.

Diane launched the NHLA Women Lodging in 2015 and continues to lead the division. Diane was the recipient of the 2015 Southern Nevada Women of Distinction Awards, received a 2017 International Athena Award for Outstanding Women's Leadership, was a 2018 Inductee in the Women's Leadership Hall of Fame and received the Leadership Award in Collaboration from the Timothy S Y Lam Foundation in 2019. She has been featured in the Las Vegas Woman and Vegas, Inc. magazines as a leader in the community. Diane is a founding member of the Board of Directors for Dress for Success NNV, is a member of the International Society of Hotel Associations (ISHA) and is a past member on the board of trustees for The Shade Tree. Diane is also the founder and president of the new Nevada Hotel and Lodging Foundation, a non-profit entity providing scholarships for higher education and continuing education for Nevada Hotel and Lodging Association members and immediate families.

Diane is an accomplished freelance writer and a published author. She has created and managed content for blogs, books, websites and newsletters for several companies and individuals over the past two decades. She provides and oversees all content for NHLA communication channels.

Diane has achieved Certified Guest Service Professional (CGSP) designation and while managing hotels she held certification as a Certified Hotel Administrator (CHA), as well.

Irving Pamblanco, Vice President of Finance & Operations, CGSP

Irving Pamblanco serves as Vice President of Finance and Operations and has been with NHLA since 1988 when he joined the firm as the business Accountant. He has served several corporate clients including the Nevada Hotel & Lodging Association, Nevada Restaurant Association, Nevada Tourism Alliance, the International Food Service Executive Association (IFSEA), and Heffner & Associates, Inc.

Irving's responsibilities include overseeing all accounting and finance functions, general operations, database and I.T. management, website updates and maintenance, membership email broadcasts, event participation, and new membership processing.

Irving serves on the founding board for the newly formed Nevada Hotel and Lodging Foundation. He oversees financial and operational activities.

Irving has achieved designation from the American Hotel and Lodging Association Education Institute for Certified Guest Service Professional through passing the Guest Service Gold course and exam.

Nevada Hotel and Lodging Association Partnerships

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RENO - NORTHERN NEVADA
Going Places. Going Strong.

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Get Involved

Joining the Nevada Hotel and Lodging Association provides many benefits for our members for immediate involvement, education and networking. It is essential to become involved to maximize opportunities of membership and leadership development.

WIL (Women in Lodging)

The Women in Lodging forum is exclusively for female hospitality professionals to connect with top professionals and leaders nationwide while networking, enhancing education, supporting the industry, mentoring and advancing careers. NHLA Women in Lodging supports Dress for Success NNV, Dress for Success SNV, and The Embracing Project by providing resources, fundraising, donations, classes, event assistance and other activities.

NHLA Committees

Committee members guide our members in relevant areas of operation within the industry and provide resources including Clean and Green (housekeeping and sustainability), Education, Governmental Affairs, and Safety and Security. NHLA committees are open to all members.

NHLA Emerging Leaders

The young professionals group is comprised of members under the age of 36. It serves to engage the industry professionals in the Nevada hospitality and support industries through development of unique local resources including networking, mentorship, philanthropic, and educational opportunities.

Deals and Discounts

NHLA has a special program whereas members can offer deals and discounts to other members. The offers will appear on the Nevada Hotel and Lodging Association website and in other communication channels.

Stars of the Industry

The Stars of the Industry is the most prestigious hospitality awards event of the year and is hosted by the Nevada Hotel and Lodging Association. The super star employees throughout Nevada are recognized and awarded at this formal gala. Sponsorships are available for this highly visible event.

Seminars, Webinars, Networking Socials and Special Events

NHLA sponsors and hosts many activities throughout the year. Monthly seminars are provided for members, free of charge, as well as webinars. Social networking events at member properties are scheduled quarterly at the best hotels in Las Vegas and Reno. Special events such as golf tournaments, bowling tournaments, and conferences are held annually.

Communication Channels

NHLA has several outlets for communicating information to and about our members. We have the www.nvhotels.com website, The Master Key blog, NHLA Facebook, NHLA Instagram, NHLA LinkedIn and the Hospitality Headliner online newsletter.

Nevada Hotel and Lodging Association Events and Activities



Special Events

NHLA coordinates and manages several industry renowned events annually. These events include the Stars of the Industry Hospitality Awards Gala, the NNV Hospitality Awards Luncheon, the SNV Annual Golf Tournament, the SNV and NNV Annual Hospitality Bowling Tournaments benefiting local charities, and several industry conferences.

Professional Development

NHLA members consistently rate professional development and industry education as the top priorities in benefits of membership. NHLA offers an average of 75+ seminars, conferences, workshops, certification programs, leadership activities and other related events throughout the year. Most events are at no cost or a nominal fee for members.

NHLA Social Networking Opportunities

NHLA understands the importance of networking with professionals throughout the industry and therefore presents several social networking events and opportunities in both Southern and Northern Nevada.





Contact Information

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We are pleased to announce the formation of our new Nevada Hotel and Lodging Foundation.



The goal of the Nevada Hotel and Lodging Foundation is to provide a vehicle for tax deductible contributions to support Nevada's hotel and lodging industry-related education, scholarships, and programs.

www.nvhotelfoundation.org

