

CATHY CHEATHAM, MHM, CHIA, CHE

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EDUCATION:

UNIVERSITY OF HOUSTON

B.S., Hotel and Restaurant Management, Conrad N. Hilton College of Global Hospitality Leadership, May 1989.

MS, Hospitality Management, Conrad N. Hilton College of Global Hospitality Leadership, May 2016

EXPERIENCE:

UNIVERSITY OF HOUSTON

Conrad N. Hilton College of Global Hospitality Leadership.

229 C.N. Hilton Hotel & College
Houston, Texas 77204-3208
713-743-1547

July 2021 – Present **Hotel Manager – Hilton University of Houston**

January 2018 – 2021 **Director of Rooms – Hilton University of Houston**

September 2024 – Present **Instructional Associate Professor**

September 2017 – 2024 **Instructional Assistant Professor**

August 2013 – August 2017 **Lecturer**

Full Time Faculty teaching Undergraduate and Graduate level Courses in Hotel Operations Management. Faculty Advisor for the Hotel and Lodging Association UH Student Chapter.

FERTITTA HOSPITALITY HILTON GALVESTON ISLAND RESORT

5400 Seawall
Galveston, Texas 77551
409-744-5000

Front Office Manager

Responsible for ensuring the operation of the Guest Services, Concierge and Uniformed Services in an attentive, friendly, efficient and courteous manner, providing all guests with quality service prior to and throughout their stay, while maximizing room revenue and occupancy. Also serving as Manager on Duty when necessary.

September 2011 – May 2012

Revenue Manager / Inventory Control Manager

Administration and management of guest reservations, group bookings and group coordinator, also provide relief Manager on Duty coverage.

INTERSTATE HOTELS & RESORTS

HILTON HOUSTON NORTH
12400 Greenspoint Dr.
Houston, Texas 77060
281-875-2222

September 2001 – April 2011

Executive Assistant Manager

Responsible for overseeing daily hotel operations, training, and employee development in all areas. Directly responsible for Rooms division and Food & Beverage staff. Administered New Hire Orientation & Customer Service Training, pre-screening all applicants and facilitating Human Resource related functions.

1859 HISTORIC HOTELS, LTD SOUTH SHORE HARBOUR RESORT

2500 South Shore Blvd.
League City, Texas
77573
281-334-1000

CYNTERCON TECHNOLOGY ADVISORS

19636 Club House Drive
Gaithersburg, Maryland
20886
800-287-1811 x-3435

January 2001 – September 2001

Systems Engineering Consultant

Provide industry research, advisory services and education resources on all aspects of technology for companies in the hospitality and foodservice industry. Projects involved include: Project Management of I/T systems rollout at Sandy Lane Resort, St. James, Barbados. POS upgrade and ERP selection/implementation for Saltgrass Steakhouse, Houston, Texas.

**BRADFORD SCHOOL
OF BUSINESS**

4669 SW Freeway, Suite 300
Houston, Texas
77027
713-629-1500

July 1999 – January 2001

Director of Education

Proprietary school that trains for careers in business, travel & hospitality, medical assisting, and graphic design. Responsibilities include: hiring, training, and development of Instructors; maintain accreditation criteria and licensing standards per state and federal guidelines; update and maintain student files and records, council students, work closely with placement department to ensure all students are placed; accept/reject admissions applications; develop curricula and syllabi for all programs.

CYNTERGY CORPORATION

Regional Office:

3838 E. Van Buren Road
3rd Floor
Phoenix, Arizona
85008
602-389-3861

July 1997 – June 1999

Project Manager – Project Power Up / Cendant

Responsible for coordination of I/T Staff performing PMS application rollout in the Hospitality industry as well as continuous education of staff, updating training materials and documentation.

I/T Manager

Project Supervisor of I/T Staff; scheduling, deployment, training and trouble-shooting for installation of software systems in the hospitality industry.

Training and Employee Development Supervisor

Responsible for Training (Software Instruction, Interfaces and Hardware Installation) and Employee Development of I/T staff. Also responsible for formulation of teaching outlines and instructional methods as well as project manuals and documentation.

I/T Analyst

Responsible for Set-up, Testing, Trouble-shooting, and Installation of computer equipment database build and Interfaces, conduct training sessions, and evaluations of staff performance, covering specified areas such as use of computers and software (PMS application).

World Wide Headquarters:

400 East Gude Drive
Rockville, Maryland
20850
800-825-5787

October 1995 – July 1997

Director of Housekeeping

Maintaining an overall clean and safe property, establishing quality control and utilizing the proper equipment and supplies for the efficient and economical operation of the resort. Responsible for training and development of staff.

**OMNI TUCSON NATIONAL
GOLF RESORT & SPA**

2727 W. Club Drive
Tucson, Arizona 85742
520-297-2271

Front Office Manager

Responsible for operations, training, and employee development in all Front Office areas including Bellstand, Valet, Concierge, and Reception.

Guest Services Manager

Ensure daily operation of all Guest Service areas as well as Manager on Duty status.

THE WESTIN SANTA CLARA

5101 Great America Pkwy
Santa Clara, California 95404
408-986-0700

January 1995 - September 1995

Restaurant Manager

Responsible for restaurant operations, training of staff, forecasting, holiday brunches, marketing and menu development.

THE WESTIN SHANGHAI

5 Zun Yi Nan Lu Shanghai,
200335
CHINA
8621-6275-8888

January 1994 - December 1994

Assistant Front Office Manager

Responsible for training of staff on PMS Software application and overseeing operations in the areas of: Front Office Operations, PABX, Business Center, Executive Lounge and Group Reservation Coordination.

**THE WESTIN HOTELS
HOUSTON, TEXAS**

5011 Westheimer
Houston, Texas 77056
713-960-8100

December 1991 – January 1994

Assistant Front Office Manager

Ensure daily operation of Front Office areas as well as Hotel Manager on Duty status. Responsible for training of Front Office staff as well as formulation of teaching outlines and instructional methods.

Restaurant Manager

Responsible for scheduling, forecasting, training, and maintaining hotel standards in Dining room.

Food & Beverage Relief Manager

Provided relief coverage in restaurants, bar, and nightclub, as well as organizing Holiday Brunches and special promotions.

PUBLICATIONS:

1. *Beiza A, *Mohammad ZH, **Cheatham C**, and Sirsat SA. Quantifying hotel room cleaning and sanitation methods during a pandemic using microbial and ATP meter data. *The National Environmental Health Association's Annual Educational Conference*, Spokane, WA, June 2022.
2. *Beiza A, *Mohammad ZH, **Cheatham C**, and Sirsat SA. Microbial and ATP meter data comparison before and after hotel room cleaning and sanitizing in a pandemic context. *27th Annual Graduate Education & Graduate Research Conference in Hospitality and Tourism*, Houston, TX, January 6-8, 2022.