



KEY PERSONNEL

Michelle Miller, *General Manager, Prince of Wales*

Michelle Miller grew up at Vintage Hotels, beginning her career as a 19-year-old Guest Service Agent on Queen's Landing's opening team. Soon after she shifted to Pillar and Post where, for the next 11 years, she filled various F&B roles, including F&B Supervisor, Assistant F&B Manager and Banquet & Conference Services Manager. In May 2002, she switched gears and became Front Office Manager, and in 2003 filled in as Interim Resident Manager. In July 2003, she migrated over to Prince of Wales as F&B Manager and Corporate F&B Primary Trainer, becoming Assistant General Manager in October 2005. She was appointed to her current position as General Manager of Prince of Wales in March 2006. In June 2008, she graduated from the General Manager's Program at Cornell University.

Born and raised in the Niagara Region, Ms. Miller holds a degree from the Hotel & Restaurant Management Program from Niagara College. In 1992, she celebrated her wedding at Pillar and Post. In 2005, her peers recognized her dedication to Vintage Hotels with a Spirit of Hospitality Award nomination. Ms. Miller is also an active Board Member of Vintage Hotels' partner charity Big Brothers Big Sisters of Canada.

Lily Kszan, *General Manager, Queen's Landing*

Although European-born, Ms. Kszan has called Niagara home since childhood. An early interest in hospitality led to her studies in Hotel and Restaurant Management, after which she held her first management position as Restaurant Supervisor at Minolta Tower in Niagara Falls. Lily spent the following 12 years furthering her hospitality experience in a number of progressive management roles with Canadian Niagara Hotels, including Penthouse Restaurant Manager, Rainbow Room General Manager, Brock Plaza Conference Services Director, and finally, Assistant Director at Sheraton on the Falls Conference Centre.

Lily first joined Vintage Hotels as Food & Beverage Manager for Queen's Landing in April 2006. She was subsequently promoted to the position of Assistant General Manager of Queen's Landing in 2008. Her success in leading an exception team resulted in her promotion to General Manager of Queen's Landing in September 2009 where she oversees Vintage Hotels' largest conference hotel.

Paul MacIntyre, *General Manager, Pillar and Post*

Paul MacIntyre has served as the General Manager of Pillar and Post since July 2004. Prior to joining Pillar and Post, he served as the General Manager of Prince of Wales. Before that, Mr. MacIntyre held many positions under the Vintage Hotels umbrella, including running the food and beverage operations for Prince of Wales while simultaneously acting as the General Manager of the 26-room Oban Inn. He served as the General Manager of the Oban Inn for five years and has been a committed leader within the Vintage Hotels organization for seven years. He has also served as a member of the Vintage Hotels Executive Committee for the past six years.

A native of the Niagara Region, Mr. MacIntyre has worked in the Niagara-on-the-Lake hospitality industry since 1988, beginning at the Niagara-on-the-Lake Golf Club as a Server and rising through the ranks to Club House Manager in 1994 at the age of 22. He obtained a Business Communications Degree from Brock University in St. Catharines, Ontario. Paul received an Honours Hospitality Supervision Certificate through the Educational Institute of The America Hotels and Motels Association & Niagara College of Fine Arts in 1993 and graduated from Cornell University's General Manager's Program in January 2007.

Steve Yates, *General Manager, Millcroft Inn & Spa*

When Steve Yates joined Vintage Hotels in June 2010, he brought a well-honed expertise in managing high volume hospitality operations. Steve's previous position as General Manager of Ottawa's only luxury boutique hotel, Arc The.Hotel, in which he oversaw all aspects of the property, prepared him to take on his current role at the Millcroft Inn & Spa.

Mr. Yates attended Ryerson University in the Hospitality and Tourism Management Program, and realized early success in Food & Beverage operations with various progressive positions at Delta Hotels & Resorts, Fairmont Hotels & Resorts, and later as Executive Director of Food & Beverage at Casino Rama Resort & Casino. Overseeing operations at the Millcroft, Steve remains an active member of several culinary and tourism organizations.

April Brunet, *Vice President of Sales & Marketing, Vintage Hotels*

In July 2008 April Brunet joined Vintage Hotels as Director of Sales, bringing a wealth of experience in both Sales and Marketing. Ms. Brunet's career began in 1980 after graduating Niagara College's School of Business, Tourism, Tours & Attractions on the Dean's Honour Role. She developed a reputation for proven success in Sales in her early positions at companies such as Sutton Place Hotel (Toronto), Marineland (Niagara Falls) and General Mills Canada (Edmonton).

Her expertise in Sales soon grew to include Marketing as well as Operations. She was appointed dual roles as Director of Sales & Marketing and Director of Operations for Ramada Suites (Niagara Falls). Later Ms. Brunet directed the Sales team at Renaissance Fallsview Hotel (Niagara Falls), followed by a fruitful position at Great Wolf Lodge (Niagara Falls), where she was instrumental in launching the property in 2006 as Director of Sales & Marketing. Her team earned awards for its innovation in group sales strategy and interactive marketing initiatives. Ms. Brunet is an integral part of the Vintage Hotels team, her role having been expanded to Director of Sales & Marketing in 2008. She was promoted to Vice President of Sales & Marketing in 2009.

James Olberg, *Executive Chef, Tiara Restaurant*

At Tiara Restaurant, guests savour Executive Chef James Olberg's French traditional cuisine with a modern West Coast edge. James Olberg wanted to follow in his father's footsteps and cook professionally since childhood. Before joining Vintage Hotels in 2007, he was executive chef of Vancouver's Glowbal Grill & Satay Bar since 2003. There, he created a Chef's Gallery in front of the open kitchen where diners could eat close to the action. Both the dishes and the wines were open to detailed discussion, creating an atmosphere that involved guests in their culinary experience.

His former posts include executive chef positions with Holland America Cruise Lines; Crowne Plaza Hotel Georgia, Vancouver; Crowne Plaza Chateau Lacombe, Edmonton; and The Delawana Inn Resort, Honey Harbour, ON. His career began as an apprentice at Toronto's King Edward Hotel and

includes positions of increasing responsibility at Toronto's Four Seasons, Sutton Place, and Metropolitan hotels.

Chef Olberg's creativity and skill under pressure have earned him multiple medals at culinary competitions such as Bocuse d'Or and Salon Culinare. In addition, as a Member of Culinary Team Canada, he earned four Silver Medals and placed fourth at the Chicago Classic, U.S.A. in 2003. He has also served as an instructor at Conestoga College—Waterloo Campus.

Randy Dupuis, *Executive Chef*, Cannery Restaurant

Executive Chef Randy Dupuis has led the culinary team at Cannery Restaurant at Pillar and Post since 2004. Having been born and raised in Niagara, Chef Dupuis developed an early love for the area's unique climate and excellent produce, fruits, and wine. He graduated from the Niagara Culinary Institute in 1984 and went on to hone his skills in both Toronto and Niagara restaurants. In 1995, he joined the culinary team at Queen's Landing's Tiara Restaurant where he worked directly with Chef Stephen Treadwell. Five years later he was appointed to run the kitchen at the Shaw Café & Wine Bar.

Chef Dupuis continually draws on his surroundings and experiences for inspiration. When traveling, he makes a point to sample all sorts of dishes—from a corner pub's specialty chicken wings to the finest foie gras in the most renowned restaurants. He has a keen talent for adding his own unique twist to a traditional dish.

In creating menus for Cannery, Chef Dupuis fuses the best of both worlds—to create food that is appealing to the eye and the palate, but not so “over the top” that it intimidates people. His “food without attitude” approach is what makes guests flock to his restaurant en masse. He leads a culinary team that prides itself on anticipating guests' requests and delivering exceptional service. He himself delights in meeting with guests at their table after they've enjoyed one of his dishes and seeing that they share his passion for food.

Roberto Fracchioni, *Executive Chef*, Millcroft Inn & Spa

A number of guests of The Millcroft Inn's restaurant followed Executive Chef Roberto Fracchioni from his previous post at Niagara's Inn on the Twenty where he worked from 1999 to 2005. His reputation for creating healthy, sumptuous meals using traditional recipes and fresh, local products was due in part to years of study under the chefs of some of the most distinguished restaurants in the GTA, including Scaramouche, Canoe, Auberge de Pommier and Jump. Earlier, he honed his skills overseas while visiting family in Northern Italy.

Since his arrival at The Millcroft in 2005 Chef Fracchioni has been championing a movement to encourage area chefs and restaurants to use the vast array of organic and natural foods grown in the surrounding Hills of Headwaters region. Leading the culinary team at The Millcroft, Chef Fracchioni's award-winning skill and creativity guarantee the satisfaction of even the most discerning diner.

Chef Fracchioni regularly participates in industry and charity events and has taught many classes at LCBO stores and Niagara's Good Earth Cooking School. He also offers a popular culinary class, and provides interactive culinary demonstrations and classes for groups staying at The Millcroft.