



2024 Distinguished Leaders in Hospitality Award Honorees

Distinguished Leader in Sales, Marketing & Revenue

Carrine Allen, Grand Bohemian Hotel Orlando



Carrine Allen with the **Grand Bohemian Hotel Orlando** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Sales, Marketing and Revenue** category. Carrine has an impressive record of consistently exceeding sales goals, while inspiring her team members and hotel guests every day.

Carrine consistently creates an office environment that inspires to collaborate, champions excellence and supports open communication among team members. Her integrity is also crystal clear in every interaction she has with corporate clients, event planners, travel agents and hotel guests.

Additionally, in 2024 Ms. Allen surpassed her sales goals by more than 100 percent, while increasing the group sales revenue by 60 percent and by boosting bookings from key markets by another 50 percent. All of that has diversified the hotel's client base and significantly increased revenue streams.

The numbers don't tell this honoree's whole story. It's Carrine's attitude that truly inspires.

This sales professional continues to bring her core values of teamwork, integrity, enrichment and relentlessness to work each day. Carrine's passion sets an example for others to follow every day, as she identifies new business opportunities, leverages market trends, and implements effective sales strategies, while providing top-notch service in all she does. CFHLA congratulates Carrine Allen!

Distinguished Leader in Culinary
Hans Encluna, Hyatt Regency Orlando



Hans Encluna with the **Hyatt Regency Orlando** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Culinary** category. He has cooked up an inspiring American dream success story.

Hans is currently a sous chef who got his first start in the hospitality and tourism industry as an intern. When he moved to the United States from Asia, the American culture was new to him, but he quickly became a cook and then assistant sous chef at a fine-dining restaurant.

Mr. Encluna has earned a delicious reputation for thoughtfully creating every detail in his dishes and creating memorable experiences for his restaurant guests. This gourmet's humble and caring personality also makes him very popular with dining guests and highly requested for hotel site visits.

Hans is not only an excellent chef. He also gives back his time to help serve as an ambassador for other young culinary workers and interns. This includes mentoring young workers and explaining how they can succeed while working in the hotel kitchens.

At one point, our 2024 award winner had to step in and manage the entire operations for the team unexpectedly. This is just one example of his dedication and passion, which has resulted in this individual receiving the Manager of the Quarter Award. Hans's humble nature and kindness toward others has also earned them the nickname "Buddha". CFHLA congratulates Hans Encluna!

Distinguished Leader in Operations

Ronald Carroz Castillo, Grand Beach a Hilton Vacation Club



Ronald Carroz Castillo of the **Grand Beach a Hilton Vacation Club** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Operations** category. He is a jack of all trades, with a long track record of making repairs himself and training team members to do the same.

This handy approach reduces the property's reliance on outside vendors and has saved managers more than 50 thousand dollars in operating expenses during 2024.

Ronald moved from Venezuela to Orlando, and he first began his hospitality career as an HVAC tech at Mystic Dunes in 2018. He has now been promoted all the way up to Chief Engineer.

Mr. Castillo's professional attitude is apparent as he leads his team by using hands on examples every day, including certifications in electrical, HVAC, plumbing, and project management. He has also trained his team members to install HVAC equipment and to change condensers. That's something guests truly appreciate during our sweltering summer months.

Our Inaugural honoree keeps team members motivated by involving them in problem solving and providing occasional doughnuts and empanadas to boost morale on challenging days.

When Ronald is not holding a wrench or circuit board, he is giving back to our community by volunteering for several Central Florida non-profits, including Habitat for Humanity, Clean the World, and supporting the CFHLA Cares Collection Drives for students in need.

Ronald's consistent track record of training and motivating team members, solving problems and assisting sister properties, has helped him earn a Manager of the Year Award at his property in 2023. He was also voted as the number one inspired hospitality worker for the resort. Congratulations again Ronald!

Distinguished Leader in Events and Meetings

Carl Bronislawski, Hyatt Regency Orlando International Airport



Carl Bronislawski of the **Hyatt Regency Orlando International Airport** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Events and Meetings** category. Carl has a lot of experience as a successful team motivator. His hotel and event services team has some of the highest meeting planner scores within the company. This reflects Mr. Bronislawski's exceptional dedication, service and commitment to his team and guests.

Our Inaugural Honoree offers several impressive examples of steady leadership, with more than 20 years of experience within the hospitality industry. This includes previously working in banquet management and as an operations manager. Carl has gained so much valuable experience that he now passes along to his team members.

The Hyatt Regency Orlando International Airport hosts many events and programs each month. Carl hires and manages staff for the event set-up team and the event services team. Together, they successfully navigate the occasional surprises that pop up during the events they host.

You can see Mr. Bronislawski's steady leadership in his team's 100 percent engagement scores, which helped them secure the top spot in the company in the second quarter of this year. Additionally, Carl's corporate events team has invited him to help develop future banquet and event services training for the entire company.

When Carl is not busy making sure his team gets the full support they need, you might find him spending time with his family or rooting for one of his favorite Pittsburgh sports teams. CFHLA congratulates Carl Bronislawski!

Distinguished Leader in Support Services/ Back Office
Marie Dominguez, DoubleTree by Hilton Orlando at Seaworld



Marie Dominguez with the **DoubleTree by Hilton Orlando at Seaworld** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Support Services/ Back Office** category. Marie is all about accuracy, attention to detail, and focusing her attention on others in order to build relationships and trust with each of them.

Colleagues consistently praise Marie for always generating bills with minimal discrepancies, resulting in clients paying their bills on time. Additionally, supervisors say Ms. Dominguez is great at managing complex billing processes and coordinating with other departments.

Our Inaugural Honoree stands out with her consistent efforts to help onboard new department workers and for always going out of her way to make them feel welcome. Ms. Dominguez invests time in her teammates by training workers from other departments who want to learn more about accounting.

Marie's willingness to go above and beyond to help others has earned her a Heart of the House Award at the DoubleTree during the first quarter of 2023, and two employee recognition awards this year. CFHLA congratulates Marie Dominguez!

Emerging Hospitality Leader

Sthefany Leon Sanchez, Wyndham Lake Buena Vista Disney Springs Resort Area



Sthefany Leon Sanchez of the **Wyndham Lake Buena Vista Disney Springs Resort Area** is the Inaugural Honoree for the **Distinguished Leaders in Hospitality Awards** in the **Emerging Hospitality Leader** category. Sthefany is truly a rising star within her department. Ms. Sanchez left her career as a practicing attorney in South America to move to Orlando and to switch careers.

Our Inaugural Honoree first started in the hospitality industry as a room attendant. Managers quickly saw Sthefany's dedication to any role they asked her to do. Ms. Sanchez has been promoted to food and beverage supervisor.

Managers continue to say our Emerging Hospitality Leader inspires her coworkers to be their best because Sthefany is humble, dedicated to doing her job well, and she always helps other departments. It is clear that this up-and-coming profession is determined to grow, and she is always friendly with guests and coworkers.

During the pandemic, managers were impressed to see Sthefany regularly using a power washer, and being determined to help keep the hotel clean and safe for guests and team members.

Ms. Sanchez serves on Wyndham's committee that improves experiences for guests, employees and our Central Florida community. She has never missed a monthly meeting!

CFHLA congratulates Sthefany Leon Sanchez because her humble but firm dedication to success always inspires others around her!