



Executive Biography



Ann McNally Consultant: Growth & Coaching

Ann is a **SOFT SERVICE SUBJECT MATTER EXPERT** and has over 25 years of onsite hospitality experience working on both the client side of the business as well as on the operator side. She has worked in the airport, education, and corporate services sectors. As a former Vice President of Amenities at Morgan Stanley, Director of Contract Soft Services at Bristol Myers Squibb, and Vice President of Business Development at Sodexo Ann offers a unique way of looking at the business from both the client and operators view.

Ann is a subject matter expert in designing amenity spaces and has managed food service, fitness centers, conference centers, reception services, janitorial, facility call centers, facility marketing teams, and more. From appropriately designing the space to fully operationalizing Ann works closely with clients to ensure the financial goals are met.

COACHING: As an experienced leader and industry connector, Ann is a subject matter expert well versed in workplace soft services, and knows how to connect productivity, sustainability, and wellness to the overall value of the hospitality program for your organization. Ann can help organizations in a variety of ways, including:

- 🔗 Overarching hospitality strategy development
- 🔗 Post COVID return to work hospitality plans
- 🔗 Researching and matching the right technology
- 🔗 RFP scope creation and assessment
- 🔗 Service alignment to your organizations culture
- 🔗 Uncovering the secrets behind your partner financial statements
- 🔗 Implementation of Best Practices and KPI'S
- 🔗 Continual Improvement & Ongoing Innovation
- 🔗 Where to invest your time, and where not to

OUTCOMES FROM WORKING WITH ANN: ✓ Increased Business Understanding ✓ Improved Confidence ✓ Improved Partner Relationships ✓ Customer Experience Process Plans ✓ Company Culture Alignment ✓ Leadership Development ✓ Appropriate Department Goals ✓ Improved Technology ✓ Improved Health and Wellness ✓ More Sustainable Practices ✓ Improved messaging to C-Suite ✓ Bid Crafting ✓ Bid Leveling ✓ KPI's ✓ Organized Plan ✓ Customer Feedback ✓

In 2010, Ann served as President for the Society for Hospitality and Foodservice Management (SHFM) and sat on the SHFM board of directors for six years. In 2011, Ann received an honorary doctorate in food service from the North American Association of Food Equipment Manufacturers (NAFEM).



Food Service



Conference Centers



Fitness Centers



Reception



Facilities Call Center



Facilities Marketing



Janitorial & Facilities

Whether you just started managing soft services or are a seasoned expert, Ann is available to coach you through your soft service strategy and help get you organized and confident managing your firm's workplace experience. Ann specializes in just in time training and virtual mentorship one on one calls on any topic you need help with or just need someone to discuss various areas of your business.