

APPLICATION FORM FOR APPOINTMENT TO CITY OF LONDON BOARDS, COMMISSIONS, COMMITTEES

(The personal information on this form is collected under the authority of the *Municipal Act, 2001* and will be used to assist the Municipal Council in selecting appointees for various City of London Boards, Commissions and Committees. Questions about this collection may be referred to the City Clerk, 300 Dufferin Avenue, London, ON Tel: 519-661-2500, Ext. 4937.)

1. Application for appointment to:

Covenant Gardens

(Board, Commission, Committee, etc.)

2. Name: Frank Miller

3. Home Address:

20-70 Sunny side Dr

Postal Code: NSX 3W4 e-mail address:

4. Telephone Number:

* If it is easier to attach your resume in response to questions 5, 6 & 7, please feel free to do so.

5. Occupation: Director of Hospitality Services

6. Describe your work experience: Responsible for a large
diverse operation of 28 miles that include - food, retail
Hotels & see enclosed

7. Education:

Food Service Diploma - HOTEL + MOTEL Assoc

8. What skills, abilities and specialized knowledge do you have that will assist this body?

Over 20 years - retail + food services in
Senior Management position & see enclosed

9. Why are you interested in serving the City of London on this body?

To give back to a great
community

10. What contribution do you believe you can make to this body?

Retail knowledge, food courts,
value of space, developing
collaboration, marketing + concept development

11. What past contributions have you made on a similar body or organization?

Board member Tourism London
& Better Business Bureau

12. What experience do you have in exchanging your views with others and in appreciating and respecting the skills, abilities and knowledge of others?

At a high level, dealing with
Vice presidents & presidents as well
as a street level as well

BACKGROUND INFORMATION

At the discretion of the Board of Control, and dependent also on each applicant's expression of interest, all or some of the applicants may be invited to attend a short, private interview with the Board of Control. The purpose of such interviews is to allow applicants an opportunity to elaborate on their application.

Are you interested in such an interview? YES ☒ NO ☐

The Board of Control then submits recommendations to the Council on appointments. The final approval of appointments is given by the Council. All appointments are at the pleasure of Council and all appointees will be asked to acknowledge this fact in written form.

If you require any additional information about the appointment process or if you have any questions about any of the bodies to which appointments are to be made, please contact Mrs. Carol Geraghty at 519 661-2500 ext. 4599.

NOTE: BY SIGNING OR TRANSMITTING THIS APPLICATION FORM, I HEREBY CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF MY PERSONAL INFORMATION PROVIDED ON THIS FORM. I UNDERSTAND AND AGREE THAT THIS PERSONAL INFORMATION MAY BE DISCLOSED TO THE PUBLIC AND TO THE MEDIA BY THE CITY OF LONDON, UPON REQUEST, AND MAY BE INCLUDED IN PUBLICLY DISCLOSED COMMITTEE AND COUNCIL REPORTS, AGENDAS AND ON THE CITY OF LONDON'S INTERNET WEB SITE.

Please mail to: City Clerk's Office
Room 308, City Hall
300 Dufferin Avenue, P.O. Box 5035
London, Ontario N6A 4L9

Or fax to: 519 661-4892

Or e-mail to: cgeraght@london.ca

Nov 3/10

Date



Signature of Applicant



Discover our Spirit!

BOARD OF DIRECTORS Application Form

NAME: Frank Miller
BUSINESS: Hospitality Services – The University of Western Ontario
ADDRESS: Room 130, Lambton Hall
TELEPHONE: **CELL:**
FAX: **EMAIL:**

TOURISM LONDON CATEGORY: Events, Attractions, Culture & Heritage

Accommodation & Meeting Facilities; Events, Attractions, Culture & Heritage; Members at Large; Restaurant & Food Services; Retail; Transportation.

Please detail any previous involvement with Tourism London or similar membership organization:

- In partnership with Tourism London and the City of London, I have been involved with various bids and efforts to secure large events that have benefited the London community (i.e. The Congress of Humanities, PanAm Men's Field Hockey, 2001 Canada Games, Men's World Inline Championships, World Transplant Games, Ontario Paralympics, National Field Hockey Championships, Men's Field Lacrosse Championships, Special Olympics, Ontario Summer Games, Ontario Senior Games – Actifest 2008, etc.)
- Participated in the annual Ottawa/Toronto client showcase trip
- Have been actively involved with volunteer organizations (i.e. United Way) at senior levels, and hospitality-related boards and associations that require my type of expertise

Please detail your experience in the areas of:

Leadership

- Direct a \$25 million organization in Hospitality Services at Western
- Guide an award-winning team of over 400 staff that continues to be at the forefront of the hospitality industry in concept development, franchise partnerships, sports facilities and new methods of service delivery, and have extensive service level retail experience
- Have been invited to present to organizations across North America, and have completed over 20 consulting assignments

Communication

- Present formal presentations to client groups, senior level management boards, etc.
- Present written and oral presentations, formally and informally
- Oversee the Hospitality Services marketing department which is key to driving our business

Creativity

- Drive marketing initiatives for the Division; develop new concepts and menu items as well as the implementation of state-of-the-art technology

Corporate Planning (financial, strategic, long and short range goals and objectives)

- Develop budgets, by line item, for over 32 locations
- Complete 3-year financial projections that are focused on growth, reduce costs, and improve productivity and target 4-year return on investments
- Work closely with CEOs of franchise organizations and the business community

Please detail any experience you may have had dealing with business, political and social matters beyond those areas listed above.

- Have worked with different task forces on campus (ie Health & Safety Emergency Planning)
- Have been involved with many boards (i.e. Better Business Bureau, Canadian College & University Food Services Association, Tourism London, Middlesex Condominium Corporation)
- Required to socialize at high level events (i.e. Prime Minister's visit to Western as well as dignitaries and business leaders)
- Member of the Chamber of Commerce
- Successfully implemented sustainability initiatives throughout Hospitality Services

Please describe any other skills that you would be able to bring to the Board of Directors of Tourism London.

- Merging the talents and resources of Western and the London business core
- Opening lines of communication

What else would you like us to know about you?

- With over 20 years of retail, food service and event planning experience and connections, I have innovative ideas and opinions which are always presented in a professional manner
- I am a strong advocate of Tourism London and enjoy assisting this very diverse organization
- Our sports facilities, which are under the Hospitality Services umbrella, are becoming a draw for sports-related events and a catalyst for new business
- Have been involved in the Canadian College and University Food Services Association (CCUFSA) as Conference Chair, Vice-President, and President (two separate terms)
- In June 2002, I received the *Gord G. Mann Distinguished Service Award*, the highest honour bestowed by CCUFSA recognizing exceptional contributions to the food service industry
- During my term as President of the Canadian Food Service Executive Association (CFSEA), I received the *President Award* for dramatically increasing the London Branch membership
- Recipient of the 2008 President's Health & Safety award at Western
- Hospitality Services' sustainability initiatives have been recognized and acknowledged with the presentation of the 2008 Western's Green Award
- I am very proud and excited that Western will be hosting the 2010 Special Olympics in July, bringing thousands of athletes and guests to our City.

FRANK MILLER

Frank Miller joined the University of Western Ontario in 1992 as Director - Hospitality Services. Prior to Western, he held senior executive positions in other large food service and retail organizations. Frank has strong connections to all the national franchisors, suppliers and manufacturers in both the food and retail industries.

Hospitality Services is a \$28 million dollar cost-recovery and revenue-generating operation. As Director, Frank guides an award-winning team that continues to be at the forefront of the industry in concept and menu development, franchise partnerships, sports facilities and new methods of service delivery. Sales have increased by over \$10 million over the past 10 years with bottom-line profits increasing by over \$2 million, and Western has achieved some of the best financial benchmarks in North American universities. This has been accomplished through a combination of branding (franchise, manufacturer, licensed and signature), operational fine-tuning, cost control and productivity gains, all within a heavily unionized environment. organization with a membership of over 1,000 colleges and universities.

Frank has also contributed to the development of his profession. Since coming to Western, he has been involved in the Canadian College and University Food Services Association (CCUFSA) as Conference Chair, Vice-President, and President. In 2002, he received the *Gord G. Mann Distinguished Service Award*, the highest honour bestowed by CCUFSA, for his exceptional contributions to the food service industry. During his term as President of the Canadian Association of Food Service Professionals (CAFP), Frank was recognized with the *President Award* for dramatically increasing the London Branch membership.

Frank has also been invited to present to groups across North America, and has completed over 20 consulting assignments focusing on the food service industry in both the university and healthcare environments.

Contact Information:

FRANK MILLER

Frank Miller joined the University of Western Ontario in 1992 as Director - Hospitality Services. Prior to Western, he held senior executive positions in other large food service and retail organizations. He has a strong understanding of the full value of operational space and the achievement of profitable sales per square feet in spaces that work. Frank has strong connections to all the national franchisors, suppliers and manufacturers in both the food and retail industries.

Hospitality Services is a \$28 million dollar cost-recovery and revenue-generating operation. As Director, Frank guides an award-winning team that continues to be at the forefront of the industry in concept development, franchise partnerships, sports facilities and new methods of service delivery. Sales have increased by over \$10 million over the past 10 years with bottom-line profits increasing by over \$2 million, and Western has achieved some of the best financial benchmarks in North American universities. This has been accomplished through a combination of branding (franchise, manufacturer, licensed and signature), operational fine-tuning, cost control and productivity gains, all within a heavily unionized environment. Under his direction, Hospitality Services has achieved 20 Loyal E. Horton Dining Awards with the National Association of College & University Food Services Association (NACUFS), a national organization with a membership of over 1,000 colleges and universities.

While supporting his talented and committed staff to deliver excellent service on campus, Frank has also contributed to the development of his profession. Since coming to Western, he has been involved in the Canadian College and University Food Services Association (CCUFSA) as Conference Chair, Vice-President, and President. In June 2002, he received the *Gord G. Mann Distinguished Service Award*, the highest honour bestowed by CCUFSA. Frank was selected based on his exceptional contributions to the food service industry. During his term as President of the Canadian Food Service Executive Association (CFSEA), Frank was honoured with the *President Award* for dramatically increasing the London Branch membership. As Assistant Vice-Chair - Athletes' Village, Frank was highly involved with all aspects of the organization of the Athletes' Village for the Canada Games 2001 hosted in London in August 2001.

Frank also has strong affiliations to the London community. He represented The University of Western Ontario as the United Way Co-Chair for a number of years and in 2000, he was honoured with the United Way Award for achieving record donations. Frank also sits on the Board of Directors for Tourism London; is involved with the Better Business Bureau and Chamber of Commerce; sits on the Students' Advisory Council; and is an executive member for various boards on campus. He has been invited to present to groups across North America, and has completed over 20 consulting assignments focusing on the food service industry in both the university and healthcare environments.

Contact Information: