

DATE: July 8, 2008

TO: City Clerk

FROM: Representative Emma Acosta

ADDRESS 2 Civic Center Plaza, El Paso, TX 79901

TELEPHONE 915-541-4572

Please place the following item on the (Check one): CONSENT X REGULAR \_\_\_\_\_

Agenda for the Council Meeting of July 8, 2008

Item should read as follows: Appointment of Fred Jackson to serve on the Airport Board requested by Representative Emma Acosta, District 3.

SPECIAL INSTRUCTIONS: \_\_\_\_\_

**BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM**

NAME OF BOARD/COMMITTEE/COMMISSION: Airport Board

NOMINATED BY: Representative Emma Acosta

DISTRICT: 3

NAME OF APPOINTEE: Fred Jackson

(Please verify correct spelling of name)

BUSINESS ADDRESS: \_\_\_\_\_

CITY: El Paso

ST: TX

ZIP: 79912

PHONE: 915-203-1651

HOME ADDRESS: \_\_\_\_\_

CITY: El Paso

ST: TX

ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: \_\_\_\_\_

Alan Simpson

EXPIRATION DATE OF INCUMBENT: \_\_\_\_\_

04/18/2008

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE):

TERM EXPIRED: X

RESIGNED \_\_\_\_\_

REMOVED \_\_\_\_\_

DATE OF APPOINTMENT: \_\_\_\_\_

07/08/2008

EXPIRATION DATE OF NEW APPOINTEE: \_\_\_\_\_

07/08/2010

PLEASE CHECK ONE OF THE FOLLOWING:

1<sup>st</sup> TERM: X

2<sup>nd</sup> TERM: \_\_\_\_\_

UNEXPIRED TERM: \_\_\_\_\_

# FRED J. JACKSON

El Paso, TX

fjjackson@yahoo.com

Phone:

Mobile:

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## EXPERIENCED GENERAL MANAGER

*"Expertise in Driving Growth and Revenues while Maximizing Profitability and Value"*

Performance-driven, solution-oriented management professional with track record of success in hands-on leadership, organizational management, and strategic planning. Twenty-plus years of progressive leadership experiences have created a passion for surpassing financial and service objectives via a combination of world-class service delivery, lean operating methods, and solid operational strategies.

Respected leader known for open, upfront communication style and ability to motivate teams to exceptional results. Catalyst for change, transformation, and performance improvement. Consistently successful in increasing service standards, quality, and profitability. Accustomed to, and effective in high-profile managerial roles, making high-stakes decisions, and overcoming complex business challenges. Assertive, competitive, intuitive, and innovative – *an achiever of the exceptional rather than expected results.*

### Leadership Competencies:

- P&L Management
- Revenue Growth
- Human Resource Management
- Contract Management
- Relationship Management
- First-Class Customer Service
- Financial Management
- Operations Management
- Strategic/Action Planning
- Organizational Development
- Public Relations
- Project Management
- Profit Maximization
- Negotiations
- Multimillion-Dollar Operations

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## OPERATIONAL LEADERSHIP EXPERIENCE

HOSPITALITY CONSULTANT / TRAINER, *El Paso, Texas*

2007 – Present

HMS HOST

2007 – 2007

**General Manager** – *El Paso International Airport, El Paso, Texas*

Oversee the management of the airport concessions.

**DELAWARE NORTH COMPANIES – TRAVEL HOSPITALITY SERVICES**

1986 – 2006

*A national leader in airport food, beverage, and retail concessions offering a full range of dining options and innovative retail concepts in airports across the nation. Formally known as CA One Services.*

**General Manager** – *El Paso International Airport, El Paso, Texas (1990-2006)*

Senior operations executive with full P&L accountability for 8 food and beverage establishments and 4 retail stores generating \$7.5 million in annual revenues inside the El Paso International Airport. Accountable for hiring staff, building effective teams, and operational management. Directed team of 125-plus personnel through 9-member management team.

### Leadership and Performance Excellence

- Established record of success in meeting and exceeding performance goals across all operational units. Increased annual revenues by 10% and profitability by 15% despite a decrease in airline passengers and implementation of strict security measures in a post 9/11 environment.
- Established and maintained employee turnover rate of less than 50% per year, far below industry norm of 110%, through team building, customer-focused vision "buy-in," mentoring, and coaching. Recruited, hired, and developed management team.
- Controlled cost lines while maintaining high standards and moving forward.
- Led award-winning food and beverage team to a national first-place ranking in the 2006 *J.D. Power & Associates Traveler Satisfaction Studies for Small Airports*. Retail operations team captured a highly respectable national second-place ranking in the same study.

*Operational Leadership Experience***Delaware North – Travel Hospitality Services** (*El Paso International Airport - continued...*)

- Won *Outstanding Restaurateur of the Year Award* twice from the Texas Restaurant Association El Paso Chapter; *First-place in Excellence in Airport Concessions Contest for Best Retail/Specialty* from Airport Council International – North America; and the *Annual Partnership Appreciation Award* from the Transportation Security Administration (TSA) at the El Paso International Airport.
- Company awards included *Unit of the Year Award*, *National Retail Unit of the Year Award*, *National Customer Service Award* twice, and four *Annual Achievement Awards*.

**Assistant General Manager** – *George Bush Intercontinental Airport, Houston, Texas (1986-1990)*

Oversaw and coordinated day-to-day operations for 30 food and beverage and multiunit retail businesses generating \$17 million in annual revenues at the George Bush Intercontinental Airport. Provided leadership, operational expertise, direction, and support for 250-plus team members.

**COMMUNITY LEADERSHIP EXPERIENCE***Board Experience:*

Board of Directors – El Paso Restaurant Association (*16-years*)

—*Served three terms as El Paso Chapter President*

Elected to State Board of Directors – Texas Restaurant Association

Appointed to Greater El Paso Civic, Convention, and Tourism Advisory Board

*Civic involvement:*

Elected and offer membership to the prestigious Paso Del Norte Group.

Serve on El Paso County/City Health Advisory Committee to review and recommend changes to the El Paso Health Codes and Health Department Fees.

Active member – El Paso Hispanic Chamber of Commerce

Member – Discover El Paso Association

*Charity Involvement:*

Ronald McDonald House

Lee Moor Children's Home

Family Crisis Center

**EDUCATION**

**Associate of Arts – Business Management**

*Northeastern Junior College*

*Professional References Available Upon Request*