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HOSPITALITY LEADER | LUXURY LIFESTYLE & EXPERIENTIAL BRANDS

Lifestyle Hotels & Restaurants | Independent & Branded Properties | Turnarounds & Pre-Openings

Accomplished hotel General Manager with 15+ years leading lifestyle properties across the United States. Known for transforming guest experience and team culture while delivering measurable operational results — including One MICHELIN Key and *Condé Nast Traveler* Readers' Choice Awards. Brings a sharp eye for the intersection of hospitality, design, and community that defines today's best hotels.

Operationally fluent across hotel disciplines — rooms, F&B, revenue management, sales and marketing, asset management, and owner relations — with a demonstrated ability to navigate complex ownership transitions, brand integrations, and ground-up positioning projects. Equally effective as a solo operator and as a regional leader overseeing multiple assets.

- Hotel Pre-Opening & Repositioning
- P&L Ownership & Budget Management
- Revenue Strategy & Yield Management
- Lifestyle & Independent Brand Development
- Team Building & Leadership Development
- Luxury Guest Experience & Service Design
- Owner & Investor Relations
- Food & Beverage / Outlet Programming
- Community / Online Reputation Management
- Franchise & Flag Integration

PROFESSIONAL EXPERIENCE

C&G Hospitality

Independent Consultant, Lexington KY

03/2026 to Present

Advisory practice serving hotel ownership groups: capital ROI modeling, long-range planning, and revenue management infrastructure.

The Manchester Lexington

General Manager, Lexington KY

01/2024 to 02/2026

124-room independent luxury hotel | 2 F&B outlets | 10,000 sq ft event space | \$14M revenue

Independent boutique hotel and food & beverage destination in downtown Lexington. Oversaw full hotel operations including rooms, F&B, and events.

- Earned One MICHELIN Key designation in the inaugural year, one of two Kentucky properties recognized.
- Advanced property from #48 to #1 on TripAdvisor among Lexington hotels.
- Restructured operational and overhead departments to meet ownership expectations, preparing the brand to scale as an independent management company.
- Replaced outsourced revenue management, accounting, and valet with in-house solutions, improving profitability and resolving guest satisfaction challenges.
- Implemented accrual accounting and departmental checkbooks to correct spend culture and improve financial discipline across all departments.
- Acquired event space in Dec 2024 and executed short- and long-term sales and marketing strategies to contribute additional \$1M in incremental top-line revenue in 2025.
- Converted owner's third-party managed extended-stay property to in-house management.

The Perry Hotel Key West

General Manager, Key West FL

07/2023 to 12/2023

100-room lifestyle resort | 2 F&B outlets | \$17M revenue

Independent lifestyle hotel in a highly competitive resort market. Full P&L responsibility across hotel and F&B.

- Tasked by new ownership with right-sizing operations post-acquisition, standardizing processes, and reestablishing the property as a market leader.

- Restructured leadership team to flex with seasonal demand cycles in a declining market.
- Repurposed failing retail as dedicated meeting space to capture group business, differentiate the property, and drive banquet revenue through redesigned outlet and banquet menus.

Ace Hotels

General Manager, Los Angeles CA

05/2022 to 06/2023

182-room lifestyle hotel | 2 F&B outlets | 1,600-seat historic theatre | \$29M revenue

Iconic property for a pioneering independent lifestyle hotel brand, located in the heart of Downtown LA

- Exceeded budgeted revenue, GOP, and RevPAR Index in 2022 across hotel, restaurant, and theatre.
- Improved overall guest satisfaction scores 29% over 12 months through targeted service training and resolution of deferred maintenance.
- Relaunched full-service restaurant with a vegetable-forward concept, new Executive Chef, and POS transition from Micros to Square for Restaurants.

21c Museum Hotels

Area General Manager, Lexington KY & Durham NC

11/2019 to 04/2022

213 rooms across 2 full-service properties | 18,000 sq ft event space | \$18M revenue

Multi-property oversight for a portfolio of contemporary art hotel properties. Responsible for GM performance, regional P&L, brand standards, and owner reporting across multiple markets.

- Adapted operational brand standards to meet COVID-19 protocols and implemented at nine properties.
- Reopened July 2020 and restaffed, recovering ahead of Lexington and Durham markets in 2021, exceeding forecasted revenue, EBITDA, and RevPAR Index.
- Awarded Condé Nast Traveler Readers' Choice: Lexington #2 Best Hotel in the South (2019), #5 (2020), #8 (2021); Durham #7 Best Hotel in the South (2021).

General Manager, Lexington KY

11/2018 to 10/2019

88-room contemporary art hotel | Chef-driven restaurant | 7,000 sq ft event space | \$8M revenue

- Partnered with brand leadership to complete the Accor integration, developing QA standards and conducting reservations and loyalty program training for all properties.

A/D/O

Operations Director, Brooklyn NY

11/2016 to 10/2018

23K sq ft multi-function community space | 24-seat makerspace | Co-working, retail & F&B

Design experience center in Greenpoint, Brooklyn operated by BMW North America under the MINI brand.

Oversaw membership, operations, and programming in a design-forward, community-oriented environment.

- Launched and operated a unique hospitality concept combining co-working, makerspace, retail, design programming, and food & beverage under one roof.
- Developed community and brand partnerships that established A/D/O as a recognized creative hub in Brooklyn's design community.

ADDITIONAL RELEVANT EXPERIENCE

WeWork — Global Director of Hospitality, New York NY (2016)

Instituted maintenance and member service standards across the portfolio in response to rapid growth, reducing expense through process and payroll optimization, product substitution, and contract renegotiation.

21c Museum Hotels — Various Positions, Midwest (2007 to 2016)

Progressed through rooms to property leadership; contributed to brand expansion with five new properties (Cincinnati, Bentonville, Durham, Lexington, and Oklahoma City) — leading pre-opening OS&E procurement and task force operations training.

EDUCATION

University of Dayton, Dayton OH

Pre-Medicine, 1998 to 2001