



Susan Hyde

Executive Trainer

Susan Hyde has worked in hospitality for more than two decades. Hyde began her career in food and beverage operations for Caesars Entertainment, where she held leadership positions in bar/lounge, in-room dining, banquets, catering and restaurants.

Later, she became the director of quality assurance at Norwegian Cruise Line. She oversaw the team that developed the company's brand standards program, Norwegian Platinum Standards, which enabled it to obtain ISO 9001 Certification (a quality classification administered by the International Organization for Standardization).

Hyde also spent four years with the Luxury Quality team at Marriott International, where she led efforts to facilitate process-improvement projects and training to better the guest experience while driving operational results across the Americas.

In addition, Hyde contributed to the textbook, *Operations Management in the Hospitality Industry*, and is a certified Green and Black Belt in Lean Six Sigma. She holds a Master of Business Administration from the University of Miami and a Bachelor of Science in hospitality from the University of Nevada, Las Vegas.