



NATACHA GARCIA-NIETO CHA, CHE

Hotel Systems Education Manager

Natacha is passionate about hospitality and learning. She has a Hospitality Management degree from Florida International University and has many certifications and specializations in the field of learning. She began her career over 20 years ago with Holiday Inn and was a quick study in hotel operations. Through her work with Sheraton, Doral Resort and Country Club and Grove Isle Resort and Club and Hyatt Hotels, Natacha's fluency in Spanish and passion for all matters of hospitality, served her well.

In 1999, she joined Wyndham Hotel Group and has had various roles, supporting our brands, other facilitators and training projects. She has had the pleasure of supporting our hotels in the US, Canada, Latin America and Canada.

Currently, Natacha delivers training and supports training initiatives designed to enhance operations and performance for most Wyndham Hotel Group hotel brands.

AREAS OF EXPERTISE:

- 20 years of industry experience
- Opera Property Management Systems
- Wyndham Hotel Group Central Reservation Systems

ACCLAIM:

"Natacha was at my property yesterday. First she ran a four hour class for my front desk staff, and during lunch she hosted a 45 minute class on customer service to my housekeeping staff which she delivered in Spanish! Then she presented a manager's workshop - Natacha is a true professional. I feel we have all been re-energized and everyone is keen to put into operation their new found skills."

- General Manager, Days Inn

FUN FACT ABOUT ME:

When I am not busy training or traveling, I am a closet "foodie" and love to cook.

CONTACT INFORMATION:

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