Finley Cotrone

Lecturer

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Biography

Finley Cotrone’s hospitality career started in food and beverage operations over 20 years ago. Since then she has worked at every service level in both small and large organizations, in operations, management, and training and development. Most recently, Finley traveled around the globe for Four Seasons Hotels as a Senior Learning Manager. Her areas of expertise include service delivery, needs assessment, training, management development, and leadership development.

Prior to joining Four Seasons, Finley worked for MGM Resorts International in a myriad of training and development roles from computer system training implementation, to call center operations consolidation. She also served in the Corporate Diversity Department where she was one of the first internal trainers selected to facilitate the highly publicized Diversity Champions Workshop.

Finley has served as keynote speaker for both large and small gatherings on such diverse topics as leadership, relevance, and service delivery. She has a B.F.A in Theatre from Missouri State University, an M.S. in Educational Psychology from UNLV, and is currently working toward a Ph.D. in Industrial-Organizational Psychology.