**HOTEL MANAGER RESUME**

Charles Morrow

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906-250-6749

**Objective**

Effective and communicative hotel manager with 6+ years of professional experience in a dynamic environment. Eager to help The Bellevue Hotel ensure seamless daily operations and offer experience exceeding guest expectations. In previous roles boosted annual revenue by 30% and improved the hotel’s Tripadvisor rating by 1.2 points on a 5-point scale.

**Work Experience**

**Hotel Manager, The High Street Hotel, New York, NY, 20XX–20XX**

* Interviewed, selected, coached and supported associates, ensuring they performed in accordance with the established hotel standards and values.
* Assisted the General Manager in preparation of forecasts and reports as well as in the development, implementation, and monitoring of the budget.
* Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and associate performance.
* Cooperated with the sales staff to discuss and implement sales strategies to improve occupancy levels and revenues.
* Created specific, measurable, achievable, realistic, and timely action plans to remedy guest service deficiencies.
* Slashed the number of customer complaints by 50% through ensuring that staff followed customer service guidelines.
* Improved hotel rating on Tripadvisor from 3.5 to 4.7 within a single year.

**Hotel Manager, The Ambassador Hotel, New York, NY, 20XX–20XX**

* Hired, trained, developed, measured performance, disciplined, and scheduled department staff.
* Led the tactical execution of strategic initiatives under the direction of division leadership
* Promoted the hotel, its services, and facilities while maximizing occupancy and ADR.
* Processed daily reports, reconciliations, journals, and others.
* Handled guest complaints
* Exceeded guest satisfaction scores over 90% in all critical areas.
* Improved customer service scores by 20% and exceeded annual sales by more than $70K.

**Education**

**MBA**

Cornell University, New York, NY

20XX

**B.A., Marketing**

Cornell University, New York, NY

20XX

**Key Skills**

* Analytical skills
* Communication
* Conflict resolution
* Hotel operations
* Multitasking
* New business development
* Prioritizing
* Problem-solving
* Project management
* Time management

**Certifications**

Certification in Hospitality Management—The School of Hotel Administration at Cornell University