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# HOTEL MANAGER RESUME

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## Job Objective:

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Seeking a motivating and challenging position as a Hotel Manager in a reputation organization.

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## Highlights of Qualifications:

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- Exceptional department management experience in rooms division, food and beverage
  - Thorough knowledge of food service and restaurant industry, food terminology and fine dining food service techniques
  - Remarkable skills in operating budgets, capital budgets, inventories, labor analysis reporting, revenue management, employee counseling, hiring, firing, recruiting, & motivating
  - Ability to effectively present information in one on one and small group situations to customers
  - Ability to lead, multi-task, and make sound decisions in fast-paced environment
  - Ability to write memos, letters, reports
  - Ability to understand, interpret and analyze written and financial reports
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## Professional Experience:

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Hotel Manager  
Best Western Grant Park, Charlotte, NC  
August 2005 – Present

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## Responsibilities:

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- Overseen all bookings and ceiling rates.
  - Managed housekeeping, front office, reservations, and engineering departments.
  - Developed and monitored hotel's annual sales & marketing business plan.
  - Promoted the hotel's service principles by example, responded to and resolved guest and employee inquiries, complaints and concerns.
  - Measured the effectiveness of broad-based marketing plans and yield management efforts to maximize the number of market segments reached, and diversified sources of revenues.
  - Provided a safe work environment according to OSHA guidelines.
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Hotel Manager  
ExtendedStay Hotels, Charlotte, NC  
May 2000 – July 2005

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## Responsibilities:

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- Explained and managed financial activities.
  - Reconciled all financial accounts.
  - Prepared property budget and forecasts.
  - Participated and monitored monthly inventory of supplies and equipment. Ensured purchases made are within budget and by approved vendors.
  - Recruited qualified applicants. Trained employees in accordance with company standards.
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## Education:

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Bachelor's Degrees in Hospitality Management  
MacCormac College, Chicago, IL

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