

Anthony J. Marchione
2016 NW 164th Avenue
Pembroke Pines, Florida 33028
(954) 448-2011 AJMarchione@bellsouth.net

Objective:

To obtain a challenging position in the hospitality industry with a progressive company that will enhance and utilize my skills while providing an opportunity for growth, development and advancement.

Work Experience:

February 2007 to Present

Accounting Manager, Marriott Hotels (Ocean Properties), Hollywood Beach, FL

- Responsible for \$250,000+ in accounts payable weekly for two separate entities
- Oversaw AR ageing and reconciliation
- Conducted monthly bank audits with approximately \$15,000 in cash
- Reconciled daily sales journals, credit cards, and gratuity accruals
- Processed vendor invoices and credits
- Prepared aged AP report weekly and requested appropriate funding

December 2005 to December 2006 (employment began June 2005)

Front Office Supervisor, Marriott Hotels (Ocean Properties), Hollywood Beach, FL

- Supervised 15+ associates in Front Office department
- Ensured complete guest satisfaction, evident by increased Guest Satisfaction Scores during tenure due to focused action plan and detailed training courses
 - Arrival Experience increased 4.9% and property increased 130 spots in rankings
 - Staff Service increased 7.3% and property increased 155 spots in rankings
 - Staff Knowledge of Hotel increased 9.2%
 - Staff Knowledge of Area increased 13.5%
- Created weekly associate schedules while balancing requests for time off and business needs
- Interviewed and screened applicants; made hiring recommendations to FOM
- Lead and conducted training for new hires
- Pre-blocked all arrivals, including VIPs and Marriott Elite Members, to maintain guest loyalty to the Marriott Brand
- Conducted daily pre-shift meeting and monthly meeting with staff, reviewed training topic of the day and discussed Basic of the Day
- Established and implemented Front Desk and At Your Service LSOPs based on Marriott SOPs

August 1999 to June 2005

Customer Service Staff, Publix Supermarkets, Pembroke Pines, FL.

- Supervised customer service department of approximately 20 associates per shift
- Managed back office accounting
- Reconciled associate tills and back office banks, consisting of \$50,000 in cash
- Forecasted number of associates needed and delegated others to various tasks
- Responsible for maintaining adequate amount of supplies and conducted bi-weekly orders

Education:

June 2003 to December 2007

Florida International University, Miami, FL.

Bachelor of Science, Hospitality Management; Minor in Restaurant Management

August 1999 to June 2003

Charles W. Flanagan High School, Pembroke Pines, FL.

Computer Skills:

Proficient in Marriott PMS, MARSHA, GuestWare, and HSI (Micros) systems, System Administrator for Marriott Full Service PMS, Microsoft Word, Excel, PowerPoint, Solomon Business Solutions, Internet research, email

Certifications and Accolades:

Marriott Front Desk Training, ServSafe, Marriott Service Excellence, Notary Public, CPR, Associate of the Month – February 2006, Member – American Hotel and Motel Association

References:

Available upon request