

SUMMARY

Dedicated and highly driven hospitality professional offering 30+ years of progressive management experience. Creative 'out-of-the-box' thinker with strong entrepreneurial business spirit and a hands-on management style that has been the catalyst for restoring morale, and resurrecting damaged inter-department relationships. Expert in implementing innovative strategies that generate revenues, build dynamic teams and deliver exceptional customer service. Known for strong leadership and motivational skills, an excellent communicator who can build positive and productive relationships with management, peers, staff and guests.

SPECIAL SKILLS

- Operations Management
- Customer Relationship Management
- Events Management
- Budget Administration
- Front Office Operations
- Financial and Operation Cost Control
- Staff Training/Development/Motivation
- Strategic Marketing
- Team Building and Empowerment
- Project Coordination
- Conflict Resolution/Mediation
- Forecasting and Strategic Planning
- Profit and Loss/Budget Accountability
- Problem Solving and Crisis Management
- Process Improvement / Quality Issues
- Profit Margin Improvements
- Sales Forecasting & Analysis
- VIP Customer Service

Computer proficiency includes: Microsoft Word, Excel, Outlook Express, PowerPoint, PageMaker, Act, FrontPage, Internet communications and research. Extensive knowledge of Property Management and Point of Sale systems including Holidex, Fidelio, Opera/Opera Express and Micros.

AREAS OF EXPERTISE

Executive committee member in charge of Front Office Operations for new hotel from concept through implementation.

- Produced documentation on operational procedures from guest arrival through departure.
- Served as key liaison between vendors, contractors, designers and corporate management in the construction, start-up, staff hiring and hotel opening.
- Conducted orientation and training for all newly hired Front Office employees, including Desk Clerks, PBX Operators, Bellmen, Valet, and Assistant Managers.

Created employee incentive program resulting in wage reduction of 12% while improving inter-departmental relationships.

- Incentive program consisted of recognition rewards given internally for assistance 'above and beyond'.
- Developed shift and inter-department teams, which resulted in stronger 'team' attitudes and increased productivity and accountability.

Improved departmental processes, increasing operational efficiency levels resulting in zero room revenue discrepancies.

- Devised new, improved Room Rack Report used to more accurately identify room status discrepancies.
- Created and implemented a detailed step-by-step checklist of procedures to improve Night Audit duties.
- Accomplished 100% accuracy in revenue dollars reported on the Daily Revenue Report.

RELEVANT EXPERIENCE

Holiday Inn, St. Augustine Beach, St. Augustine Beach, FL

2006 - 2007

Night Manager/Auditor

Evaluated records for accuracy of postings and calculations pertaining to revenue and operating transactions and reconciled discrepancies. Compiled reports to show statistics related to revenue, expenditures, accounts receivable, and profit and loss.

- Recognized for exceptional guest service fifteen times in twelve months. Received Employee of the Month award in July 2006.

Plantation Bay Country Club, Ormond Beach, FL

2003 - 2004

Membership Director

Solicited and processed membership sales and hosted promotions for private country club affiliated with exclusive gated community.

- Successfully achieved weekly and yearly sales quotas. Exceeded 2003 initiation/membership revenue budget by \$160,000 (15%).

Riverboat Hotel & Casino, Reno, NV

1995 - 2001

Assistant General Manager

Set and maintained internal controls, developed operating budgets, analyzed P & L statements, and managed labor productivity with minimal cost and maximum profitability.

- Key player in a \$6.5 million acquisition and renovation project. Oversaw purchase of \$2 million in systems and equipment.

Promotion/Special Events Coordinator

1992 - 1995

Planned and developed all Casino promotions including slot, poker and keno tournaments. Directed and coordinated pre-tournament activities to ensure design, theme, and budget requirements. Hosted promotional events, generating excitement and enthusiasm in public arenas.

- Increased office productivity and reduced overtime by 12% through streamlined procedures, utilization of part-time, on-call staff and employee incentive program.

LeBaron Hotel, San Jose, CA

1979 - 1989

Rooms Division Manager, Reservation Manager

Successfully and profitably managed the Reservation Department for four years before being promoted to Rooms Division Manager. Managed Front Office, Housekeeping, Maintenance and Uniform Services departments: totaling 115 full-time and part-time employees.

- Formulated revenue management policies resulting in a yearly average increase of 5.1% in ADR and 5.8% in room occupancy.

EDUCATION

Educational Institute-American Hotel & Lodging Assoc., Lansing, MI, GPA: 3.8

Currently enrolled completing course requirements for Certified Rooms Division Executive and Certified Hotel Administrator.

Accor Economy Lodging North American, Columbus, OH

Completed 8 week "General Manager In Training" program with an overall Management Rating of 91.4 (Above Average).

Training consisted of both classroom and on-site training in all phases of property operations.

Continuing Education, Business Administration

University of Santa Clara, Santa Clara, CA,

Completed continuing education courses with emphasis on Small Business Management, Marketing and Advertising.