

## Daniel Lofton

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## Objective

My ultimate goal is to gain a "hands on" experience in the hospitality industry while I finish my bachelor's degree in Hotel Management.

## Work Experience:

Dates: 07-2009 to Present  
Company: Inn at the Ballpark by Landry's Restaurants  
Position: Front Desk Agent  
Supervisor: Chris Ziadie (General Manager)

### Responsibilities:

- Work closely with multiple airlines and handled direct billing (i.e., Lufthansa, Continental, etc...).
- Handle reservations for the many VIPs of the corporation.
- Checking in/out of guests and insuring top service standards.
- Working in close connection to sell and promote other branches of the company (i.e., our restaurants and entertainment venues).

Dates: 06-2008 to 07-2009  
Company: Mainstay Suites by Choice Hotels  
Position: Assistant Manager of Operations  
Supervisor: Donna Saldivar (General Manager)

### Responsibilities:

- United housekeeping and maintenance in our primary goal of preparing for annual brand inspection.
- Direct supervision of the front desk, shuttle service, housekeeping, and maintenance (in regard to training, scheduling, and hiring) in addition to filling in these positions when short-staffed (i.e., checking in/out guests, cleaning rooms).
- Handled reservations and billing for direct bill accounts (i.e., our largest account, the VA hospital).
- Spear-headed multiple projects in regard to post-Ike hurricane repair.
- First line manager in charge of guest complaint resolution (always resolved with a smile)

Dates: 12-2007 to 06-2008  
Company: TravelCLICK Incorporated  
Position: UAT customer service  
Supervisor: Catherine Williams (Director of UAT)

### Responsibilities:

- Updating and testing booking engines for elite hotel properties internationally.
- Communicating with international service technicians to produce a useable product.
- Working with hotel properties to insure proper use of the systems.
- Logging and working on conference calls in preparation for release dates.

Dates: 05-2007 to 12-2007  
Company: Vineyard Church of Houston  
Position: Facilities Management  
Supervisor: Harry Fritzenschaft (Business Pastor)

Dates: 01-2007 to 05-2007  
Company: Lee College Purchasing Department  
Position: Purchasing office assistant  
Supervisor: Elizabeth Ramirez (Purchasing Agent)

## Education

Conrad Hilton College of Hotel and Restaurant Management, University of Houston  
*Bachelor of Science Degree in Hospitality Management* - December 2010

## Professional Development and Accomplishments

Complete knowledge of the ONQ Hilton system  
Good working knowledge of PMS systems  
Bilingual (Spanish, English)  
Proficient in Microsoft Office products including Word, Excel and Outlook.  
Mary C. Chambers Scholarship awarded (\$2,000 an academic year).  
Scholarship & grants awarded based on high school and college performance