

Petra Jones

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Objective

To become a part of senior management team in hospitality sales/event planning. To effectively assist in successful operation of the entire resort and to ensure the highest levels of guest satisfaction.

Currently looking for employment in Dallas, Texas area.

Qualifications

- * Four years management experience in a Four Diamond, Preferred Hotels and Rock Resort Hotel (planning, organizing, staffing, controlling within F & B departments)
- * Year and a half hospitality internship in a Five Diamond Hotel within Food and Beverage departments and specialized Hospitality Supervision training.
- * Experienced in casual and fine dining management as well as banquet operation from pre-planning to execution within a mountain luxury resort
- * Experienced in restaurant catering functions sales and execution (bridal luncheons, company's dinners and lunches, family reunions, rehearsal dinners)
- * Experienced in bar management and In Room Dining (cost control, inventory, technical skills)
- * Achievement: Since managing the Wildflower Restaurant from February 2006, the restaurant gained Four Diamond rating for years 2007, 2008, 2009 and future rating for upcoming year 2010. Manager of the Quarter in 2009 in Lodge at Vail, Vail Resorts.

Training and Education

- * Bachelor and Master Degree in Economics and Tourism Management, University of Matej Bel, Faculty of Economics, Slovakia 1996-2001. Theses: " Financing of the development of regional tourism in Slovakia from European Union Funds".
- * Course " Supervision in Hospitality Industry", Educational Institute of the American Hotel and Lodging Association, 2001, Broadmoor Hotel, Colorado

* Currently enrolled in distance learning with American Hotel and Lodging Educational Institute: Marketing and Sales Management Specialization

* Specialized training at the Broadmoor Hotel, Colorado;

- Course "Train the Trainer"

- Keeping the Stars, Guest relations training

- Preventing violence on work place seminar

- Alcohol awareness training

* Vail Resorts, Lodge at Vail:

- Manager compliance classes: Preventing harassment on work place, Disciplining actions, Safety training

- TIPS certification (alcohol serving)

Relevant Skills

* Experienced in providing highest level of customer service to the hotel guests on a 4 Diamond (AAA) service level: proactive actions to assure guest's expectations will be exceeded, ability to analyze guest satisfaction in different areas from Market Matrix survey system and work on service recovery

* Experience in Sales and Catering on a restaurant level (developed business from contact lead to catering group contract and execution in the restaurant)

* Hired, trained, motivated, scheduled, evaluated, and disciplined staff

* Developed training program and sales incentive programs for staff

* Participated in establishing outlet's budget and ensured financial goals were met

* Control of labor costs and expenses including checkbooks management

* Ability to create Cover Forecast for all outlets, read and use the P&L reports, Budget and Forecast

* Ability to create Monthly Forecast for the outlets

* Knowledge of Infogenesis system (POS and reports)

* Knowledge of Universal Desktop: menu programming, reports

* Proficiency in MS Word, Publisher, Excel

* Knowledge of Open Table reservation system and Delphi software for catering sales purposes

* Excellent knowledge of Rock Resort and Preferred Hotel Standards

* Fluent in Slovak, English and French

Work History

* The Wildflower Restaurant Manager: Lodge at Vail, Vail Resorts, Vail, Colorado, 02/2006-present. Four Diamond luxury mountain lodge offering dining offering fine dining sustainable cuisine

* The Assistant Restaurant Manager and Restaurant Manager Cucina Rustica: Lodge at Vail, Vail Resorts, Colorado, 08/2005-01/2006, casual restaurant offering Italian menu, breakfast, lunch and dinner service

* Restaurant service experience in Vail Valley: Swiss Stubli Restaurant, Left Bank Restaurant, Vail, Colorado 02/2003-04/2005

* Hospitality Internship: Broadmoor Hotel, Colorado Springs, Colorado: 08/2001-01/2003, Five Diamond establishment, world known resort.

* Assistant to Project Manager in Regional Development: Service de la Cooperation du Canton Jura, Slovakia, development of economic cooperation between two regions 1999-2001, feasibility studies, market research, translation Slovak-French.

* Internship in Rooms Operation: Pierre et Vacances, Avoriaz, France, Haute Savoie, 12/1997-04/1998, internship along the University studies