

Hardworking and dedicated hotel management professional with extensive operations and daily planning experience. Adept at staff development and training. Highly motivated with 15 years of experience in team leadership in the hospitality industry. Passionate about engaging with customers for results and responding to customer issues.

## WORK EXPERIENCE

**Hotel Manager** Sep 2015 - Present

Brushman's Hotel, Topeka, KS

- Maintain a safe guest and working environment to reduce risks of accidents and injuries
- Promptly and clearly communicate important information to staff, including large or last-minute reservations
- Directed and led team members on effective procedures, operations, and methods

**Hotel Manager** Mar 2006 - Sep 2015

Tonka Hotel, Topeka, KS

- Developed a lucrative hotel marketing plan and strict budget to ensure maximum profits
- Effectively managed timekeeping and payroll, including proper paperwork for terminations and new hires
- Conducted research on logistics including interviews, site visits, and literature reviews

## EDUCATION AND QUALIFICATIONS

**High School Diploma** Aug 1999 - May 2003

Topeka High School, Topeka, KS

## SKILLS

Customer Satisfaction	Expert
Record Keeping and Inventory Control	Expert
Business Operations Expertise	Expert
Guest Services	Expert
Spanish Language	Experienced

## REFERENCES

**Bastian Reynolds** Tonka Hotel  
Available on request

**Daphne Margot** Tonka Hotel  
Available on request

**Sebastian Conner** Brushman's Hotel  
Available on request