

Sample Resume

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HOSPITALITY MANAGER

STRATEGIC PLANNING & EXECUTION | PERFORMANCE MANAGEMENT | EQUIPMENT MAINTENANCE

Highly motivated and compassionate professional with over 15+ successful years in guest service management, customer hospitality, hotel and restaurant operations, and sales. Outgoing leader with a track record of managing staff, upselling techniques, and improving buying experiences. Passionate about providing upbeat and friendly services, resulting in guest loyalty. Articulate communicator; establishing and fostering robust liaisons with all levels of management, staff, and guests. Ample experience traveling over 30 countries and thriving in diverse settings.

Select accomplishments include:

- ✓ Rosen One Step Further Award 2018 –
 - Awarded for going above and beyond for guests and clients
- ✓ Employee of the quarter – 2017, Rosen Hotels and Resorts
- ✓ Manager of the Quarter: Adams Mark Hotel, 2007

CORE COMPETENCIES

- Inventory Control/Tracking
- Quality Assurance
- Process Reservations
- Customer Relations
- Hospitality Engagement
- Operational Excellence
- Microsoft Suite
- C-Level Communication
- Team Building & Leadership
- Product & Service Sales
- Brand Management

KEY PROFICIENCIES

- | | | |
|------------------------------|-------------------------------|------------------------|
| • Active Listener | • Point of Sales Oriented | • Processing Payments |
| • Teamwork & Adaptability | • Anticipate Customer Needs | • Customer-Centric |
| • Problem-Solving | • Excellent Time Management | • Customer Inquires |
| • Customer Experience Driven | • Staff Leadership & Training | • Booking Reservations |

PROFESSIONAL EXPERIENCE

Rosen Hotel and Resorts • 2007 to 2020

Convention Service and Catering Manager

Managed and coordinated catering sales, initiation and development of quality lead to ensure growth of catering sales. Developed existing business and solicited new catering business through catering lead generation and catering sales marketing. Solicited new catering customers through traditional and non-traditional sales techniques.

Adam's Mark Hotel, Orlando Florida • 2002 to 2007

Catering Sales Manager (2003 to 2007)

Spearhead social events and meetings for a 510-room hotel by providing effective services and plan all weddings for hotels. Achieved and exceeded goals for six months continuously. Attained computer training and developed expertise on Delphi and HIS system.

Restaurant Manager (2002 to 2003)

Managed daily operations of a 200-seat fine dining restaurant as per high quality standards. Ensured delivery of the best room service, oversaw regular bar operations, and maintained schedule and budgeting while maximizing

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optimal guest satisfaction. Helped prospective guests plan and book their reservations and handled inbound calls when needed for questions, concerns or reservations.

Additional Experience

Food & Beverage Manager/ Hotel Operations Manager at New World Ship Management Company (1999 to 2002) / Catering Manager & Assistant Hotel Manager at Clipper Cruise Line (1998 to 1999) / Bar Manager at Olive Garden (1997 to 1999) / Dining Room Manager at New World Ship Management Company (1996 to 1997), Lead Trainer at Black Eye Pea Restaurant Ocala (1994 to 1996)

EDUCATION

School: Valencia Community College, Orlando, Florida

Years: 2018-present

Major: Hospitality Education

School: Central Florida Community College, Ocala, Florida

Years: 1993 - 1996

Major: Business Management

Minor: Early Childhood Education

School: Eastern Nazarene College, Quincy, Massachusetts

Years: 1990 - 1993

Major: Business Administration

Minor: Early Childhood Education

SOFTWARES

Expert

- Delphi
- Visual One
- Excel and Word
- PowerPoint
- HIS Trained

CERTIFICATIONS

ServSafe Certified

CPR Certified

VOLUNTEER

Valencia College - Hospitality Program

- Mentor hospitality students that are aspiring to work in the industry
- Guest lecture for various professors at the college, 2018- Present