ROBERT SMITH

Guest Experience Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Motivated, creative, personable business professional with a BS in Marketing and MBA in International Business. Talent for quickly mastering technology. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely analysis of business trends, considering internal and external factors.

CORE COMPETENCIES

Research And Analysis Of Financial Data, Budget Management, Human Resource Allocation, Training Program Development, And Implementation, Professional Presentations, Inventory Management, Project Management, Written Correspondence, Experienced In WORD, Excel, PowerPoint, And Outlook.

PROFESSIONAL EXPERIENCE

Guest Experience Manager

Walt Disney Parks And Resorts - June 2014 – May 2017

Key Deliverables:

- Designed new revenue-building plan for outdoor merchandise locations resulting in a $150,000 increase within initial 30 days.
- Produced new product concept utilizing production waste, increasing revenue through a pure profit product, and decreasing environmental impact.
- Executed cost analysis for newly designed products released nationally.
- Initiated new reports to ensure spoilage and production was being analyzed properly on a daily basis.
- Accountable for production and quality standards in the largest production kitchen in the Disney Corporation, while ensuring all safety procedures are adhered to.
- Implemented the Guest experience program utilizing technology distributed throughout the area.
- Introduced internal communication method to leadership team to allow efficient communication; improving response to medical response times, security situations, and essential to leading 150+ team members.

Guest Experience Manager

Delta Corporation - 2009 – 2014

Key Deliverables:

- Was the Guest Experience Manager who was in charge of shift managers, servers, host/hostess and any other aspect of front of house duties.
- Managed a serving staff of 25, instituted new procedures to help FOH staff, wrote the FOH schedule, ran contests, monitored guest surveys, guest .

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- Friendly University is a FOH training program on guest service, menu training and mock scenarios of real life events that have or could happen.
- Rstaurant was high volume and a training store for prospective GMs.
- To supervise and manage team meetings, assist guest with quality control within the establishment Accomplishments I was promoted from Guest .
- Answer multi-line phone system, provide customer service, cash & customer credit card handling, data entry, sales, filing, ordering supplies, provide .
- Teamwork, motivation, creativity, managerial skills, customer support, marketing ideas, professionalism, commitment, diversity.

EDUCATION

- MS in Strategic Human Resource Integration - (Regis University - Denver, CO)

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