



## SKILLS



## INTERESTS

- Surfing
- Martial Arts
- Community Service
- Blogging

## STRENGTHS

- Patience
- Perseverance
- Planning
- Positivity

## LANGUAGES



## ACHIEVEMENTS

- Increased guest satisfaction scores by 25% through targeted service training.
- Implemented cost-saving measures that reduced operational expenses by 15%.
- Developed and executed a marketing strategy that boosted occupancy rates by 30% during the off-peak season.
- Streamlined operations, reducing costs by 20% while maintaining service quality and guest experience.

# MIA TAYLOR

## Hospitality Manager

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## PROFESSIONAL SUMMARY

Hospitality Manager with 5 years of dedicated experience in optimizing guest satisfaction and operational processes. Skilled in leading diverse teams, managing budgets, and executing strategic initiatives to enhance service quality. I am committed to creating memorable experiences and fostering a culture of continuous improvement in the hospitality sector.

## WORK EXPERIENCE

### Hospitality Manager/General Manager

Jan / 2022 - Ongoing

Maple Leaf Consulting

Toronto, ON

- Championed a customer-focused culture, leading to a 30% increase in positive guest feedback.
- Streamlined operational workflows, enhancing efficiency and reducing service time by 20%.
- Managed budgets and financial reports to ensure profitability and resource allocation.
- Collaborated with marketing to develop promotions that increased revenue by 15%.
- Implemented inventory control systems that decreased waste and improved cost management.
- Resolved guest concerns promptly, ensuring a satisfactory resolution and maintaining high customer loyalty.
- Developed and executed marketing strategies that boosted occupancy rates by 15% during off-peak seasons.

### Hospitality Manager

Jan / 2020 - Jan / 2022

Crescent Moon Design

Portland, OR

- Created a welcoming atmosphere that enhanced guest experiences and satisfaction.
- Oversaw daily operations, ensuring compliance with health and safety regulations.
- Managed supplier relationships to ensure quality and timely delivery of goods.
- Set performance targets for staff and monitored their achievement through regular reviews.
- Analyzed customer feedback to identify areas for service improvement.

## EDUCATION

### Bachelor of Science in Hospitality Management

Jan / 2018 - Jan / 2020

University of Central Florida

Portland, OR

Focused on hotel management, customer service, and operational strategies within the hospitality industry.