

Manager On Duty

ROBERT SMITH

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Address: 1737 Marshville Road,
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Objective

Manages and has direct responsibility for the GSA team functions including hiring, discipline, terminations, schedule-writing, professional development, mentoring and all other responsibilities to ensure a smooth and effective front desk operation.

Skills

Customer Service, Interpersonal.

Work Experience

Manager On Duty

Days Inn Miami North Hotel - 2008 - 2020

- Received and followed instructions during Managers meeting as well as transmitting these instructions, decisions, and suggestions to my team.
- Given instructions making sure they are followed by hotels departments like restaurant, bar housekeeping, and maintenace department.
- Walked and supervised both Hotels making sure everything is operating and funtioning perfectly.
- Handled in a timely and professionally manner all guest complains and hotels problems.
- Worked under presure and being able to make decisions in whatever situation prompt during the day.
- Presented clear and understanding reports to my supervisors.
- Assisted all departments when there is a short of personal this include; cooking, room service.

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Delta Corporation - 2006 - 2008

- Was responsible for orders, scheduling, book keeping and making sure customers were satisfied.
- Close the store at night Organize movies and games Detailed cleaning to the store Manage customer accounts using the computer and phone Close out the .
- I am responsible for running the business during my shift.
- Am over multiple people to keep the store running and operating at all times.
- Handle most of the cash flow that goes into the registers and goes to the bank.
- Also handle customer interactions.
- Also handled the repair of the Master Terminal when it was go down running diagnostics and addressing the problem when it arose.

Education

Nusing Asistant in Nursing Assistant Certificate - 2001(Interamerican Technical Insatitute - Miami, FL)