

Robert Smith

Assistant Night Manager

PERSONAL STATEMENT

A multi-skilled professional with a superb track record of managing complex projects in various environments. Able to manage stakeholder expectations and willing to take full responsibility for the delivering of project objectives. Presently looking to join a company that rewards effort and initiative.

WORK EXPERIENCE

Assistant Night Manager

ABC Corporation - October 2004 - March 2006

Responsibilities:

- Assure all servers and bartenders complied with policies and procedures.
- Practice safe work habits and complied with sanitary, safety, security and emergency procedures.
- Write shift reports including reports on any incident of theft, accidents or injuries.
- Perform special projects and other responsibilities as assigned.
- Participate in task forces and committees as requested.
- Conduct server training, either one-to-one or by group.
- Assuring all wait staff members were on time and at work stations as scheduled, and in proper uniform.

Night Manager

Hilton Garden Inn Baton Rouge - 1999 - 2004

Responsibilities:

- Serves as the management presence for the hotel during evening hours.
- Include ensuring the safety and security of the building, guests and employees and ensuring continuity of service from evening to morning.
- + Manage Accounts Receivable by sending bills in a timely manner, securing prompt payments for Direct Bill and creating relationships and open lines of communication with contacts at Corporate Accounts.
- + Respond to the guest reviews on social media and websites including TripAdvisor and Google+.
- + Manage Front Desk, Food and Beverage, Culinary and Maintenance in the absence of department heads and ensure delegated tasks are completed.
- + Review reports containing information about the competition (STAR, TravelClick, TripAdvisor) to see if there are any opportunities to secure or maintain a competitive advantage.
- + Monitor room strategy and maximize sell-out potential.

Education

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Well-versed on Microsoft Office: PowerPoint, Excel, Word, and Outlook.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)