

**Susan Smith**  
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### **Qualified Hospitality Manager**

- **Exceptional background in Personnel and Operations Management**

Management professional with proven success in the development, growth and leadership of personnel. Expertise with analyzing existing operations and implementation of effective systems, strategies and processes to improve organizational performance. Successful in managing corporate finances and increasing sales and revenues. Proven leadership skills and exceptional customer service skills. Key skills also include, but are not limited to:

\*Staff coaching and motivation

\*Operational planning

\*Account and finance management

\*Improved productivity

\*Customer service

\*Hospitality sales

### **Professional Experience**

**XYZ International Hotels**

**Sunny, CA**

**2000 – present**

General Manager responsible for direction of six managers and 80+ employees for five-star facility. Responsible for achieving and exceeding goals in sales, customer service, housekeeping, accounting, maintenance and front desk activities. Regular interaction with and training for staff.

#### **Key achievements:**

- Achieved record setting season within first six months of hire exceeding \$4 million in sales.
- Dramatically lowered labor costs and increased effective use of personnel time.
- Retained clients by quickly resolving issues and ensuring that all customer expectations were met or exceeded.
- Trained new staff on newly developed and highly effective procedures for cash handling, housekeeping and maintenance.

#### **Education:**

University of PA - Bachelor's Degree

Tourism and Hospitality