

LISANDRO MILANESI

PROFILE

Assistant Hotel Manager with a warm and friendly demeanor. Skilled at conflict resolution. Team builder who is acutely attentive to employee and guest needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

ACTIVITIES AND INTERESTS

- Surfing
- Scuba diving
- Snorkeling
- Craft beer
- Travel
- Great food
- Food Pantry Volunteer

KEY SKILLS

- Budget management
- Excellent listener
- Friendly, courteous, & service oriented
- Poised under pressure
- Staff training & coaching
- Recruiting & hiring talent
- Quality assurance
- Solid written & verbal communicator

WORK EXPERIENCE

Assistant Hotel Manager

The Rosehip Hotel | Seattle, WA
2018 - Present

Supervise hotel staff. Improve staff performance through training, attention to detail, and empathetic problem-solving methods. Assist with the preparation of staff assessments. Resolve staff and guest conflicts in a professional and courteous manner. Inventory and order business supplies. Responsible for guest billing and settling payment disputes. Admin tasks as needed including bookings, check-ins, answering phones, responding to email, and social media inquiries.

Assistant Hotel Manager

The Seattle Sea Home | Seattle, WA
2016-2018

Supervised and trained hotel staff and resolved staff conflicts. Daily financial reporting. In charge of guest database and stays schedule. Point person for corporate client relations and reviewing guest feedback posted online. Worked with marketing team on campaign to increase guest bookings. Assisted accountant with accounting tasks. Handled in-person guest complaints.

EDUCATION

Bachelor of Science in Hospitality Management

Bellows College
June 2016