

ROBERT SMITH

Asst. Interim General Manager

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To obtain a challenging position in a progressive hospitality company, which will allow to utilize my strong interpersonal skills and experience in managing all aspects of the Hospitality Industry.

OCTOBER 2015 - 2020

ASST. INTERIM GENERAL MANAGER - COURTYARD BY MARRIOTT

- Works directly with the General Manager to manage all activities of the property including employees, maintenance, sales, and profit/loss controls.
- Performs goal setting, motivation/ discipline of employees, labor expense control, control of general expenses and resolving guest related issues in accordance with the Marriott goals.
- Coordinates, directs and manages the hotel operation to achieve maximum profitability, ensure guest satisfaction by monitoring Guest Voice daily.
- Protects the financial aspects of the business and maintain the building.
- Directs and manages property operations to assure optimum performance and continual improvement in the five Key Result Areas (guest service, employees, sales/marketing, property appearance, and profit/financial control).
- Overviews HR matters including interviewing, hiring, and training, assigning work, coaching/counseling and performance appraisals.
- Ensures that Brand Standard requirements are met in all areas of the hotel as it relates to the appearance, levels of maintenance and cleanliness; establish and maintain preventative maintenance programs to protect the physical assets of the hotel to ensure a successful BSA.

2010 - 2015

INTERIM GENERAL MANAGER - DELTA CORPORATION

- Manage hotel during transition of ownership, including implementing new payroll & accounting procedures as well as handling daily operations of a 116 .
- Ran daily operations and was offered the position full time, but declined for future growth opportunities in Orange County.
- Continued to grow and expand at current location (Mission Viejo).
- Assisted owners in concept & branding of a new 200 seat Restaurant & Bar in Key West.
- Implemented SOP for all areas of restaurant along with policy & procedures for all staff & Administration.
- Only a temporary contract position, so owners could put Restaurant up for sale.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

Bachelor of Science in Interdisciplinary Studies - (Stephen F. Austin State University - Nacogdoches, TX)

SKILLS

AutoBase Automotive CRM, website design, digital advertising, Research, and Writing .