

# John Grey

## Work Experience

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### Assistant Hotel Manager

ABC Hotel, Palm City, Florida

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 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

XYZ Club, Sunny, Florida

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

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### Bellows College

June 2021

Bachelor of Science in Hospitality Management

## Key Skills

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- Budget Management
- Excellent listener
- Friendly, courteous, and service oriented
- Poised under pressure
- Staff Training & Coaching
- Recruiting and Hiring Talent
- Quality Assurance
- Solid written and verbal communicator

## Profile

Assistant Hotel Manager with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees' and guests' 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.

## Contact

### PHONE:

716-555-0100

### LINKEDIN:

[www.linkedin.com/in/j.mclaughin](http://www.linkedin.com/in/j.mclaughin)

### EMAIL

[\(716\) 555 - 0100](mailto:(716)555-0100)

## Activities and Interest

- Surfing
- Scuba diving
- Snorkeling
- Craft beer
- Travel
- Great food
- Food pantry volunteer