

J. NICK DAVIES

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HIGHLY EXPERIENCED HOSPITALITY & GUEST SERVICES PROFESSIONAL

Offering more than 9 years of operational management experience with a proven track record of delivering substantial growth and profitability within the hospitality industry. Demonstrated expertise in providing outstanding customer service, maximizing occupancy, front office management, team leadership, recruitment and performance excellence. Recognized as a team player able to successfully resolve issues and consistently meet established goals.

Key Strengths:

- Hospitality Management
- Front Office Management
- Team Building & Leadership
- Excellent Customer Service
- Facilities & Service Selling
- Staffing & Scheduling
- Event Planning & Coordination
- Quality Assurance Standards
- Training & Staff Supervision
- P & L Management
- Reservation & Booking Management
- Reward & Recognition Program
- Strategic Planning & Implementation
- Process Improvement & Cost Control
- Policy & Procedure Implementation

Technology savvy – Highly proficient in Microsoft Office applications (MS Word, Excel, and PowerPoint Etc.)

PROFESSIONAL EXPERIENCE

HYATT PLACE/HYATT HOUSE INDIANAPOLIS/FISHERS – Fishers, IN

September 2019 – March 2020 (Pandemic)

A new dual branded hotel in the heart of Fishers at the District holding 211 rooms and 3,000 square feet of meeting space.

ASSISTANT GENERAL MANAGER

- Fully supported the General Manager in delivering a quality property to a new market
- Increased the level of guest satisfaction by providing excellent hospitality and service through employee training, development, coaching and quality image
- Managed Sales, F/B, Front Desk, Housekeeping, and Maintenance team members to ensure daily workloads were completed
- Ensured the efficient operation of the hotel in the absence of the General Manager by supervising and supporting all hotel departments
- Assisted the General Manager and department leadership in revenue generation initiatives and programs
- Participated in the sales effort by meeting on-site contacts, greeting important clients and participating in sales calls with Sales Team members.
- Assisted in the development of managerial and hourly employees through the implementation and development of Corporate-approved training programs
- Assisted in creating an environment where employees make empowered decisions to ensure guest satisfaction. Assisted with the preparation of financial and administrative reports as required by the Corporate Office. Met all Corporate and General Manager deadlines
- Approached all guest encounters in an attentive, courteous and service-oriented manner

INDIANAPOLIS RENAISSANCE NORTH HOTEL – Carmel, IN

August 2018 – September 2019

A leading up-scale hotel on the north side of Indianapolis holding 259 rooms, 4 suites, and 14,000 square feet of meeting space.

EXECUTIVE HOUSEKEEPER

- Managed housekeeping and laundry staff to ensure that hotel facilities, guest rooms and public areas met all standards related to comfort and aesthetics
- Conducted ongoing training of housekeeping employees to increase job knowledge and skill level
- Developed weekly schedules based on the occupancy forecast and provided the productivity index to achieve revenue goals
- Attended weekly leadership meetings to review hotel business, exchange ideas and resolve issues with other supervisors and managers
- Led monthly department meetings to review new procedures, conduct training and solicit input from all employees
- Developed and implemented plans that motivated employees to achieve Corporate goals

EMBASSY SUITES BY HILTON INDIANAPOLIS DOWNTOWN – Indianapolis, IN

Sept 2017 – July 2018

*A convention hotel nestled in the heart of downtown Indianapolis spanning 360 suites over 14 floors.***FRONT OFFICE MANAGER**

- Managed the day to day operations of the front office that includes guest service standards, cost and labor control, overall profitability, forecasting, delivering recognition and reward, and QA compliance
- Designed and implemented the hotel's first gift shop and a SALT/Trip Advisor rewards program
- Established and maintained a Front Desk/Sales Binder and led a proprietary system upgrade that increased sales and clientele traffic
- Developed new departmental policies and procedures to enhanced excellent customer service and a safe hospitable environment

EMBASSY SUITES BY HILTON LEXINGTON/UK COLD STREAM LEXINGTON – Lexington, KY

Aug 2015 – Aug 2017

*A top ten ranked Embassy Suites with 5 floors, 230 suites, and 14,000 square feet of meeting space.***RESTAURANT MANAGER, FRONT OF THE HOUSE**

- Oversaw the implementation of guest-service standards; resolved problems and managed the daily evening reception
- Performed beverage audits, implemented change and maintained beverage cost and perpetual inventory
- Directed HR operations by conducting training programs, coaching, counseling, scheduling and assigning duties
- Implemented policies and procedures, appraised and reviewed job contributions and conducted monthly staff meetings

FRONT OFFICE MANAGER

- Recognized as the fourth best front office service team amongst all Hilton front offices, worldwide
- Supervised the front office operations and provided necessary direction, tools and training to deliver excellent hospitality
- Managed the departmental ordering of invoices, gift shop sales, scheduling, cash handling, booking and budgeting

MARRIOTT'S GRIFFIN GATE RESORT AND SPA LEXINGTON – Lexington, KY

May 2011 – August 2015

*A category 5 Marriott with full-service spa, 395 rooms, 14 suites, and an 18-hole golf course.***GUEST SERVICE AGENT LEAD**

- Managed the check-in/check-out process that enhanced guest satisfaction
- Performed managerial duties and responsibilities as Shift Manager
- Investigated and resolved customer inquiries and concerns in a timely and empathetic manner

EDUCATION**BACHELOR'S DEGREE**

Concentration - Hospitality and Tourism Management
University of Kentucky