

Jennifer Mente

Sioux City, IA 51104

jen.mente@gmail.com

712.870.3033

#readytowork

Willing to relocate to: Omaha, NE

Authorized to work in the US for any employer

Work Experience

Front Office Manager

Marriott South Sioux City Riverfront - South Sioux City, NE

June 2019 to March 2020

Overseen Guest Service Associates. Responsible for hiring, training, scheduling and support of associates.

Maintained impeccable customer service ratings. Hotel leader for hotel rewards program, Marriott Bonvoy.

Assisted Accounts Receivable with billing of corporate and group accounts. Created monthly and quarterly Profits and Loss reports for Department. Created and maintained daily hotel newsletter.

Worked with Sales team to create and maintain groups in operating system. Position was eliminated due to COVID-19.

General Manager

Hampton Inn & Suites - Sioux City, IA

January 2018 to May 2019

Responsible for all aspects of operations at the hotel, to day-to-day staff management and guests.

Serves as an ambassador for the brand and hotel. Provide leadership and strategic planning to all departments in support of the service culture, maximized operations and guest satisfaction.

Responsible for managing the Hotel's management team and overall hotel targets to deliver an excellent guest experience.

Assistant General Manager

Hampton Inn & Suites

April 2016 to January 2018

Respond to all hotel issues and problems to make sure the hotel runs smoothly each day. Oversees departments like housekeeping, guest services and breakfast and reports to the general manager if any employee or department has any issues of any kind.

Front Desk Associate

Hampton Inn & Suites

October 2015 to April 2016

Assist guests get the information or service they need to make their stay enjoyable. Listen to guests and help accommodate their requests, whether it's extra towels, toothpaste, or a dinner

recommendation. When needed, diffuse a tense situation if a guest is dissatisfied with their room or service in the hotel, and does everything possible to make the guest happy.

Front Desk Associate / Night Auditor

Country Inn & Suites by Radisson - Dakota Dunes, SD

September 2009 to November 2015

Checks front office accounting records for accuracy and summarizes and compiles information for the hotel's financial records. Tracks room revenue, occupancy percentages, and other front office operating statistics.

Prepares a summary of cash, check, and credit card activities, reflecting the hotel's financial performance for the day. Posts room charges and room taxes to guest accounts including guest transactions not posted during the day by the front office cashier.

Education

Associate of Arts degree

Western Iowa Tech Community College - Sioux City, IA

August 2002 to May 2006

Skills

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- OnQ PMS
- Opera PMS
- MARSHA
- FSPMS
- Group Housing
- Leadership
- Budgeting
- Revenue Management
- Adaptability
- Creative
- Decision Making
- Conflict Resolution
- Teambuilding
- Time Management
- Organized
- High Attention to Detail
- Efficient
- Planning/Event Planning
- Excellent Communication
- Training/Coaching
- Ability to Work Under Pressure
- Office Administration

- Office Management
- Team Management
- Administrative Experience
- Guest Services

Links

<http://linkedin.com/in/jen-mente-23b881130>