Jennifer Mente

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**General Manager**

Highly focused and results-oriented management professional with extensive experience in Hospitality Industry. Skilled in leading and developing high-caliber teams/departments to meet guests needs in deadline-driven operations. Adept in selecting, training, developing, and motivating staff; coaching/mentoring teams to ensure optimal productivity and accountability; setting goals and ensuring attainment. Proven ability to accurately evaluate issues and develop appropriate solutions for quick resolution. ***Proven expertise in:***

|  |  |
| --- | --- |
| * Hospitality Management * Operations Management * Customer Relations * Team Training & Leadership | * Financial Systems & Controls * Recruitment & Staffing Initiatives * Brand Quality Assurance * Continuous Process Improvement |

**Professional Experience**

Marriott South Sioux City Riverfront – South Sioux City, NE

**Front Office Manager,** June 2019 to March 2020

*Monitored and supervised hiring, training, scheduling, and support of guest service associates.*

Ensured maintenance of highest quality standards of hospitality for all guests and visitors. Supported accounts receivable with on time billing of corporate and group accounts. Drafted accurate monthly and quarterly P&L reports, assisting department in making financial decisions. Deployed process steps to design and sustain daily hotel newsletter. Built and retained groups in operating system through liaison with sales team.

***Key Contributions:***

* Elevated guest service scores to top 15% nationwide through meticulous planning.
* Recognized as hotel leader for hotel rewards program at Marriott Bonvoy.

Hampton Inn & Suites – Sioux City, IA

**General Manager,** Jan 2018 to May 2019

Administered overall operations, including day-to-day staff leadership and guest management.

Served as brand and hotel ambassador, creating a welcoming and engaging environment. Supported service culture, maximized operations and guest satisfaction by leading and strategically planning activities of all departments. Supervised management team, maintained sales and service goals, and consistently delivered exceptional customer service.

***Key Contributions:***

* Achieved first ever outstanding during quality assurance inspection.
* Reduced turnover rate by 125% by creating a positive work environment through training, coaching, and supporting staff.
* Sustained high ratings in top 17% national guest service surveys.

**Assistant General Manager,** Apr 2016 to Jan 2018

*Resolved all facility-related issues and problems for smooth running of hotel operations.*

Spearheaded housekeeping, guest services, and breakfast departments and reported employee/department issues to general manager.

***Key Contribution:***

* Increased efficiency and productivity of housekeeping department by redesigning mechanics.

**Front Desk Associate,** Oct 2015 to Apr 2016

*Facilitated guests by providing requested information or services throughout stay.*

Conducted all guest interactions with highest level of hospitality and professionalism, accommodating special requests whenever possible.

***Key Contribution:***

* Fielded, responded to, and promptly resolved guest concerns, issues, and complaints; went extra mile, ensuring complete satisfaction.

Country Inn & Suites by Radisson – Dakota Dunes, SD

**Front Desk Associate / Night Auditor,** Sep 2009 to Nov 2015

Monitored front office accounting registers, verified accuracy, and documented information for hotel's financial records.

Reviewed front office operating statistics, including room revenue and occupancy percentages. Kept meticulous records of daily cash, check, and credit card transactions, demonstrating hotel's financial performance. Posted all guest charges, including guest transactions initially missed by day-time front office cashier, to corresponding accounts.

**Education and Certification**

**Associate of Arts Degree**

Western Iowa Tech Community College - Sioux City, IA