

NICOLE BURKE

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EDUCATION

Associate of Science in Hospitality and Tourism Management

Miami Dade College, Miami, FL
September 2003 - June 2005

KEY SKILLS

- Strategic planning to maximize profitability
- Payroll analysis
- Planning and delivering staff training programs
- Fluent in Spanish and French
- Excellent customer service skills
- ◆ Able to multitask and coordinate multiple departments

Accomplished hotel front desk manager with 15+ years' experience ensuring maximum guest satisfaction in luxury hotel complexes. Leads by example to ensure all guests receive a warm, professional welcome and that their expectations are exceeded. Excellent awareness of different cultural norms and etiquette and able to communicate clearly verbally and in writing. Proven track record of building and training world-class hospitality teams. Excellent language skills.

PROFESSIONAL EXPERIENCE

Front Desk Manager

TM Hospitality Inc, Miami, FL | February 2011-Present

- Lead front of house meetings and clearly communicate policies, procedures, and sales strategies to colleagues
- Manage guest check in procedures and satisfaction for a 300-room resort
- Supervise a large team to deliver efficient and welcoming service and coordinate operations between departments
- Conduct staff training for over 150 support staff to develop talent and ensure consistent quality
- Handle invoices and transactions and resolve complaints and system problems promptly
- Oversee department budgets and forecast revenue and occupancy in collaboration with other departmental managers
- Fluent in Spanish and English and able to converse in French and German

Assistant Front Desk Manager

Hilton Hotels, Miami, FL | June 2005 - February 2011

- Welcomed guests to the 100-room hotel and managed bookings, ensuring special requests were accommodated
- Managed staff rotas and cover and confirmed that there were always enough colleagues on duty to handle guest requests efficiently without overstaffing
- Oversaw lobby environment to ensure guests got a tidy and inviting first impression, deploying cleaning staff when necessary