

Marc Kuder

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Profile

Ambitious and creative professional looking to apply ten year background in Hotel Management and Customer Service.

Education

Michigan State University, East Lansing, MI – Hospitality Business, 2004-2008

Leadership Experience

SACRAMENTO LAUNDRY COMPANY – SEPTEMBER 2015 - PRESENT

Director of Sales & Customer Support Currently lead all efforts related to customer support, services and Sales. Generate leads and signed 1,200 additional guest rooms, 8 accounts. Apply Hospitality industry background in service and support with this entrepreneurial role.

KIMPTON HOTELS & RESTAURANTS – EARLY 2013 - AUGUST 2015

Assistant General Manager Acting General Manager for The Argonaut Hotel: oversee the day-to-day operations of a 252 room 4 star luxury hotel. Provide hotel-wide leadership for a top-ranked TripAdvisor destination and leisure hotel. Oversee the departments of Front Office, Guest Services, Engineering and Housekeeping. Developed and launched a hotel mentorship and job training program for hourly employees.

Director of Housekeeping - Provided leadership for Housekeeping team at Sir Francis Drake Hotel, support & training for 75 Room Attendants, Housemen & Painters at a 400 room four-star luxury hotel based in Union Square. Achieved most significant improvement in "Employee Satisfaction Survey" in the last five years for the Housekeeping Department. 7 point YOY increase (86/100). Improved Housekeeping "Secret Shop" score to 90/100 for 2013 (compared with 79/100 in 2012). 6.5% increase in YOY Guest Room Cleanliness per Revinate (combines Expedia, Priceline, Orbitz ratings).

FAIRMONT HOTELS & RESORTS - 2011 - 2013

Assistant Director of Housekeeping - Provided leadership, coaching and training for a multi-cultural team of 110 colleagues: Housekeeping Floor Supervisors, Linen Clerks, Room Attendants and Housemen. Responsible for weekly schedule, payroll, department budget, forecasting, capital projects, supply & inventory control. Departmental efforts contributed to 9.0/10.0 J.D. Power cleanliness scores & "Best In Hotel" Colleague Engagement (Gallup) scores.

WALDORF=ASTORIA HOTEL OF NEW YORK CITY - 2008 - 2013

Director of Guest Services - Progressive leadership roles as part of Management Development Program: Rooms Division Trainee, Assistant Front Office Manager, Engineering Manager, Capital Projects, Overnight Hotel Manager and most recently as Director of Guest Services.