

GOLF OPERATIONS MANAGER

Summary

Pursuant on continuing the development of my professional career as a Manager and eventually become an Operations Director for a Ski Resort, Golf Course, or within Hospitality. I am determined to accomplish my career goal by continuing my professional growth through experience and expertise in a variety of fields.

Highlights

Extensive computer skills, including Microsoft Office, RTP, Jonas, AS400 Photoshop, CMT, Typepad, Exact Target, Epicor, Adobe, Final Cut video editing, and a variety of other programs. Type 80+ wpm. Design and control the functionality of our POS golf operating system. Proven to exhibit exceptional guest service, internally and externally. Creating budgets with controlled accounting streams, completing deadlines, and overall accomplishing goals.

Experience

Golf Operations Manager 04/2007 to Current Troon Golf, L.L.C. Florence, AZ

- Responsible for planning, scheduling, and managing daily operations.
- Implementing new products and ideas to increase guest satisfaction and increase revenue.
- Early season planning for staffing and operational structure including: products/pricing, strategic/operational management, and supplies coordination.
- Creating and continual execution of marketing strategies, proofing of all marketing collateral and verbiage for advertising.
- Program and streamline the functionality of the POS system (Jonas) in unison with accounting requirements, company policies/procedures, and doing so while developing the best reporting for Vail Resorts as possible.
- Continued training of staff with all operations including: POS, online systems, individual responsibilities and operational coordination of the golf course staff.
- Monitor and schedule staff based on current budget and expected golf rounds.
- Provide a personalized golf experience with efficient and courteous guest service at all times.
- Train employees to handle difficult guests and course issues in accordance with company policy and procedures.
- Display accurate cash handling procedures.
- Responsible for auditing employee performance, coaching and development, and continual improvement of employees through supervising their guest/team interactions.
- Maintain accurate retail inventory, ensure all retail and golf product ordering is complete and timely.

Carlton Product Sales and Service Manager 10/2011 to 05/2015 Northstar California Resort City, STATE

- Epic Service Award for exceeding financial sales budget while implementing new strategies with proven success in new position at the Golf Course.
- Epic Service Award for highest guest service scoring within Vail Resorts in 2012 for Ski and Ride School.
- Epic Service Award for achieving 5% increase in Golf Revenue 2013 while integrating new POS operating system.
- Highest ski school guest service scores for Vail Resorts from 2012-2014, 2nd in 2015.
- Implemented new golf products, passes, and operational practices that increased efficiency, while also increasing our guest service ratings.
- Developed new financial opportunities including: night golf tournaments, new product initiatives, and facility improvements without requesting capital beyond budget.
- Matching to best products and services while providing the highest level of service for guests of The Ritz-Carlton.
- Responsible for hiring, motivating, training, and directing the Product Sales and Service Team located within The Ritz-Carlton.
- Continued development and execution of training for my team while exhibiting the Vail Resorts and The Ritz-Carlton standards.
- Prepare and monitor weekly staff work schedules based on current budget, hotel occupancy, and expected skier forecast.
- Responsible for determining and providing resolutions for all guest complaints and handling in accordance with company policy and procedures.
- Ensure team displays accurate cash handling skills, perform audits with daily sales and close procedures, and stay compliant with all audit requirements.
- Consistently deliver in-depth knowledge of all resort product offerings, those within the Product Sales and Service department, and throughout the resort.
- Continually establish personal strengths and areas of focus through self-assessment, on-going training, and feedback from the Northstar Senior Management Team.
- Participate in all departmental/resort training, and professional development courses.
- Actively cross train in all areas of Product Sales and Service and or in any areas of the Northstar Resort.

Snow Reporter/Marketing Coordinator 10/2006 to 04/2009 Northstar California Resort City, STATE

- Create and distribute daily internal and external documents regarding the latest conditions, events, and marketing promotions.
- Serve as resort spokesperson providing daily conditions reports to local radio stations, television, and other media.
- Update various media outlets and websites daily.
- Record and update resort wide snow and activity information.
- Responsible for creating daily content for Northstarcalifornia.com including: news, events, videos, pictures, and blog entries.
- Conduct daily guest surveys throughout the season to gather information that will help determine future marketing goals and objectives.
- Author of, "The Official Northstar-at-Tahoe Resort Blog." Update various social media sites such as Facebook, Twitter, Myspace, and YouTube.
- Record video and photos of events, skiing/riding, and anything pertaining to the resort in general.

- Solely responsible for creative editing, photo shopping, and capturing in written form.
- Upload video and photos daily for Northstar, various media, and local television and radio stations.
- Tour journalists on the mountain and around the resort, serve as a model for their photo and video needs, including professional action snowboarding and a variety of different roles.
- Assist all marketing, sales, and event planning personnel in various tasks.

Vendor/Operations Supervisor 01/2002 to 01/2004 Hunton And Partners Company City , STATE

- Stock and maintain vending machines at various Mining Sites, Hotels, and other independent business locations.
- Independently ensure all locations are sufficiently operating and product stocked.
- Stay compliant and up to date with Osha safety.
- Place appropriate product orders based on sales and customer needs.
- Audit cash and record profit/loss.
- Troubleshoot and fix equipment as needed.

Education

High School Diploma : Business Management 2002 Elko High School University of Nevada Reno City , State GPA: GPA: 3.7

GPA: 3.7 Over 60 credits complete towards a Business Management Degree.

Accomplishments

- MVP for Northstar Resort in 2008.

Skills

accounting, adobe, photo, Photoshop, streamline, advertising, AS400, auditing, budgets, budget, Business Management, cash handling, coaching, com, content, directing, editing, Train employees, event planning, Senior Management, Final Cut, financial, focus, hiring, inventory, managing, marketing strategies, marketing, marketing collateral, Microsoft Office, operating system, personnel, policies, POS, pricing, profit, proofing, radio, reporting, retail, safety, Sales, scheduling, staffing, strategic, supervising, surveys, television, Troubleshoot, Type, video, video editing, websites, Author, written