

EUCHERIA BROWN

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Professional Summary

Hotel Operations Manager focused on driving company growth and revenue in fast-paced and competitive climates. Flexible problem solver with a positive attitude. Organized Front Desk Agent with strong interpersonal and computer skills. Background in customer service and support and accustomed to managing difficult client situations. Dynamic Hotel Desk Clerk highly successful at juggling multiple priorities while delivering superb service with a smile. Computer-savvy and organized with strong attention to detail.

Skills

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| <ul style="list-style-type: none">• Front desk experience• Hospitality background• Computer knowledge• Food and beverage services• Natural leader• Team building | <ul style="list-style-type: none">• Resort experience• Guest satisfaction specialist
• Diligent• Five-star hotel experience• Event planning and coordination• Hotel operations and management |
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Work History

General Manager Jan 2004 - May 2015

Churchs chicken Decatur GA

- Managed kitchen staff by recruiting, selecting, hiring, orienting, training, assigning, scheduling, supervising, evaluating and enforcing discipline when necessary.
- Maintained a skilled kitchen staff by properly coaching, counseling and disciplining employees.
- Properly labeled and stored all raw food ingredients including produce, meat, fish, poultry, dairy and dry goods in the appropriate storage room, walk-in refrigerator, freezer or cooler.

manager Mar 2007 - Apr 2015

motel 6 decatur GA

- Escorted guests to their assigned rooms, including transporting their luggage.
- Delivered requested items to guests' rooms.
- Verified that personal and payment information on guest accounts was accurate and complete.

- Resolved service-related problems in a timely manner.
- Referred guests to local restaurants and recommended attractions in the area.
- Delivered requested items to guests' rooms.
- Greeted and registered guests and issued room keys.

Education

High School Diploma: 2004

castro valley high school castro valley CA

Accomplishments

- Increased occupancy rates by 80% and garnered a 100 % guest satisfaction rating within the same year.

Additional Information

- "John's outstanding client focus has led our USA Bank branch to outperform others and surpass annual profit goals." - Henry Adams, Financial Manager, USA Bank