

Ryan B. Nicholson

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PROFESSIONAL EXPERIENCE:

Wyndham Grand Chicago Riverfront, Chicago, IL

9/2018- Present

Front Office Manager

- Promoted to lead Front Office team of 381 room, AAA 4-Diamond, Luxury Full Service Hotel
- Successfully motivated team members to exceed monthly upsell revenue goals ranking #1 in Wyndham Managed Hotels
- Developed Forecast and Budget for Front Office and Gift Shop
- Increased hotel's sold out nights by 103% from previous year
- Generated standard operating procedures to improve front office tasks and overall guest experience
- Produced a weekly schedule for staff of 24, based on business levels and productivity projections
- Improved guest experiences, consistently outpacing brand averages in satisfaction scores
- Cross trained in Housekeeping Department, assigning boards and inspecting rooms

Assistant Front Office Manager

6/2017- 9/2018

- Implemented strategies allowing front office team to excel in rewards program enrollments, consistently placing in the Top 25 among all Wyndham properties
- Maximized revenue by adjusting rates and inventory in both external and internal reservation portals
- Received Manager of the Quarter, 1st Quarter of 2018
- Managed employee's payroll through Kronos and developed/administered human resources paperwork
- Created a work environment focused on empowering associates, which led to several internal promotions
- Built and maintained a strong relationship with VIP and frequent guests, maximizing retention

The Talbott, a Joie de Vivre Hotel, Chicago, IL

Senior Guest Service Supervisor

7/2015- 6/2017

Front Office Supervisor

9/2014- 7/2015

Guest Service Agent

3/2013- 9/2014

- Provided exceptional customer service for 149 room, AAA 4-Diamond, Luxury Boutique Hotel in Downtown Chicago
- Since joining the Talbott team, the hotel's reputation has amassed numerous prestigious recognitions:
 - Rising to the #2 hotel in Chicago and #8 hotel in the United States for TripAdvisor's 2016 Traveler's Choice Awards
 - Excellence Hall of Fame for TripAdvisor in 2013, 2014, and 2015
 - Conde Nast Traveler's top hotels in Chicago for 2015
 - Orbitz's Best in Stay Award for 2013, 2014 and 2015
 - Top Hotels in Illinois by U.S. News in 2015
 - Excellence Hall of Fame for TripAdvisor in 2013, 2014, and 2015
- Developed and promoted advertising campaigns, including Groupon, Facebook and Gilt City
- Completed purchase orders for office supplies, hotel amenities and mini bar items
- Mastered multi-tasking daily between PBX, Room Service, Night Audit and Front Office duties

Chicago's Essex Inn, Chicago, IL

Front Desk Agent

9/2012- 3/2013

- Mastered Opera Property Management System for 254 room, Full-Service hotel

EDUCATION:

Bachelor of Science, Hospitality Management and Tourism

Business Management, Minor

- University of Kentucky, School of Human and Environmental Sciences