

# Sam Merham

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## PROFILE

Customer-centric, performance-driven senior executive powered with more than 16 years of management experience in full-service hospitality operations. Possess stellar reputation in directing all facets of the industry utilizing broad background in providing hands-on leadership to achieve solid business results. Show paramount efforts in innovating hotel concepts as well as in addressing guests' needs and concerns to continuously improve service standards, quality, and profitability.

## Qualifications:

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- Multi-Brand PMS Experience
- Pre-Opening Experience
- EMS, HMS, PMS, ONQ
- Presentation and Training
- Staff Development and Motivation
- Budgeting and Expense Control
- In-depth technical proficiency in Microsoft applications.
- Strong ability to solve problems - identify and find solutions.
- Excellent communication skills - both verbal and written.
- Excellent organization and time management skills.
- Remarkable interpersonal skills.
- Excellent listening skills.
- Deep and advanced accounting and mathematical skills.
- Exceptional ability to work well in a team.
- Uncommon ability to adaptable easily and learn quickly.
- Envious ability to multi-task, remain calm and professional under stress.
- Exceptional ability to maintain a positive attitude, handle conflict and confrontation.
- Proven ability to establish structure and discipline in a department.

## PROFESSIONAL EXPERIENCE

### Sodexo

#### Polaris Lounge, United Airlines, SFO

**August 2019 – March 2020**

General Manager  
San Francisco

- Provide management and strong leadership oversight in the daily operations for SFO Polaris Lounge; ( Named the Named Best Business Class Lounge in the World)
- Oversee services of Bar, Dining Room, Buffet, Suite Suites, Showers and Dessert/Coffee bar to serve more than 1500 high-profile guests every day.
- Manages through 5 salaried managers, 1 executive chef, 2 sous chefs, 13 supervisors and 175 union hourly employees to create an exceptional travel experience with innovative beverage and food offerings.
- Maintain open communication with our client and continually make changes to exceed expectations.
- Provides local leadership and strategic direction while developing team for new and emerging business solutions that sustain growth in the day to day operations.
- Focus on everything within the unit from financials, audits, safety and fostering/building strong employee and client relationships.

### Compass Group Oath/Yahoo

**November 2018 – August 2019**

General Manager  
Sunnyvale, CA

- Direct all contract management service operations at the account.
- Oversee all daily operations of the entire unit to serve more than 3500 guests every day.
- Oversee service cafe, 2 coffee bars, 12 micro kitchens and catering operations.
- Manages through 4 salaried managers, 1 executive chef, 3 sous chefs, 3 supervisors and 100 hourly employees.
- Maintain open communication with our client and continually make changes to exceed expectations.
- Provides local leadership and strategic direction while developing team for new and emerging business solutions that sustain growth in the day to day operations.
- Participates in employee meetings, reviews and training programs.
- Establishes and maintains good rapport with staff, client and guest and other departments.
- Manages financial acumen for all areas including financial reporting with sales reports P&L reports, writing and adhering to annual budgets and cash handling.

**Sodexo**

**January 2015 – November 2018**

**San Ramon Valley Conference Center**

119 Guest rooms – 40 meeting rooms

Operations Manager II  
San Ramon, CA

- Monitor and supervise the overall activities of **Front Office, Reservations, Housekeeping, Janitorial and Banquet Set-up Operations.**
- Attend and respond to guests' requests, enquiries, complaints and compliments.
- Ensure that proper training and procedures are in place to ensure provision of quality services
- Ensure that the guests receive warm attention and personal recognition
- Orchestrate and maintain distinctive and memorable service and operational standards, promoting unity and teamwork between all departments.
- Create a culture and an atmosphere of pride of property and guest satisfaction.
- Develop associate morale and ensure training of Guest Services associates.
- Participate in required M.O.D. program as scheduled.
- Conduct interview and hire staff, as required
- Sets objectives for each department and supervises the department supervisor.
- Any other duties assigned by the general manager.

**Sodexo**

**Pacific Energy Conference Center**

**March 2018 – May 2018**

Interim General Manager  
San Francisco - CA

- Direct all contract management service operations.
- Plan and supervises special functions.
- Maintain cash control and payroll records.
- Hire and trains unit personnel.
- Maintain customer satisfaction and good public relations.
- Manage through managers and is accountable for the contract.
- Provide local leadership and strategic direction while developing team for new and emerging business solutions that sustain growth in the day to day operations.
- Provide team leadership & training.
- Control unit financials
- Directs daily food operations for quality & safety standards
- Supervise day to day activities.
- Delegate authority
- Assign & prioritize activities
- Monitor operating standards
- Establish a safe work environment
- Support workplace inclusion activities

**Holiday Inn**

**August 2013 – September 2014**

Assistant General Manager  
Dublin, CA

- Orchestrate and maintain distinctive and memorable service and operational standards, promoting unity and teamwork between all departments.
- Create a culture and an atmosphere of pride of hotel and guest satisfaction.
- Demonstrate an eye for detail with excellent leadership style.
- Deliver and sustaining "Reputable" status for hotel OSAT scores
- Deliver a superior, unique and differentiated guest experience at the hotel; and empowering staffers
- Innovate a robust VIP, and guest recognition program that is consistent in all departments
- Supervise the overall activities of Front Office, Housekeeping and Maintenance operations.
- Sets objectives for each department within the rooms division and supervises the department manager.
- Implements the approved budget; monitors revenues and costs on a daily basis and takes corrective action when necessary.
- Possess strong cost management / operating margin skills.
- Control labor costs and expenses, and maximize effectiveness within all areas of responsibility.
- Coordinate capital improvement projects to maintain / upgrade quality standards and property image.
- Schedule and conduct routine Internal Inspections as de-facto Manager on Duty
- Conduct comprehensive monthly departmental meetings to include review of procedures and events which warrant special handling and detailed information
- Prepare and submit statistical, performance, and forecast analyses; including staff evaluations
- Disciplines staff or seek recourse to ensure that discipline and professionalism is upheld in the respective departments.

### **Pleasanton Marriott Hotel**

**July 2008 –August2013**

242 guest rooms

Director of Front Office Operations  
Pleasanton, CA

- Monitor daily performance with front office staff.
- Work closely with Cluster Director of Revenue Management to ensure all restrictions are set, as well as special events, and pricing.
- Create and produce reports as required.
- Coordinate schedules, payroll and expenses to meet or fall below budget.
- Participates in property initiatives.
- Ensure that group arrival, registration and check-out specifications and needs are executed.
- Ensure that guest data and management reporting is processed efficiently and accurately while maintaining proper security standards.
- Ensure that all accounting transaction and cash handling procedures are in compliance.
- Conduct regular monthly meetings with members of the Front Office and Communication Team to address current initiatives, projects and long term goals.
- Assist housekeeping in day-to-day activities.
- Pro-actively identify potential guest issues and represent property management in any resolutions and decisions related to front office.
- Recruit, hire, train and retain associates for all supervised departments.
- Develop monthly training items to foster development and cross training with other departments.
- Perform associate evaluations, provide coaching and development.
- Monitor guest satisfaction processes, and respond to guest concerns, and inquiries.

### **Walnut Creek Marriott November 2007**

**May 2007 –**

338guest rooms

Front Office Manager  
Walnut Creek, CA

- Monitor and supervise the activities of front office staff, from maintaining proper cash control to guest service standards
- Attend and respond to guests' requests, enquiries, complaints and compliments
- Responsible for monitoring departmental costs to ensure performance against budget
- Ensure that proper training and procedures are in place to ensure provision of quality services
- Supervise front desk to ensure optimum occupancy and average room rate for purpose of maximizing revenue
- Ensure that the guests receives warm attention and personal recognition
- Update other operating departments, notably Housekeeping of all Front Office matters that concerns them
- Coordinate front office activities of the hotel and resolve problems arising from guests' complaints, reservation unusual requests and inquiries

- Prepare and update reports to the General Manager of the hotel
- Discuss and cooperate with other department heads to ensure coordination of hotel activities
- Conduct interview and hire front office staff, as required

## Embassy Suites Hotel

January 2006 – May 2007

### Front Office Supervisor

Walnut Creek, CA

- Oversee and supervise all duties performed by all Front Office employees.
- Coach, counsel and discipline employees when necessary, using proper documentation and proper techniques.
- Ensure that all Front Office employees complete their essential duties before their departure.
- Ensure that all Front Office employees are posted at their stations at posted time.
- Assist with all sick calls or tardiness by finding proper coverage, report to work and stay until proper coverage can be found.
- Assist with any scheduled shift problems on the night audit shifts.
- Accountable for the proper training and daily monitoring of all service levels provided by employees to guests and other fellow employees.
- Monitor and maintain proper Front Office operational supplies.
- Accountable for meeting and coming in under payroll and expense budgets.
- Accountable for maintaining and monitoring that all employees follow proper cash handling procedures.
- Ensure proper inventory controls, working with Sales and Reservations to ensure maximum selling potential and house balance.

## EDUCATIONAL & PROFESSIONAL DEVELOPMENT

### **Cambridge University**

- Certificate of IELTS 2004

### **NAATI, Australia**

- Diploma of translation 2004

### **Helwan University**

- Bachelor's Degree of Arts 2001

### **Embassy Suites Hotel**

- Employee of the month 2006
- Employee of the month 2007

### **Pyramid Hotel Group**

- Manager of the 1<sup>st</sup> Quarter 2010
- Manager of the year 2010
- Manager of the 2<sup>nd</sup> Quarter 2011
- Nominee for Manager of the 3<sup>rd</sup> Quarter 2011

### **Marriott Corporation**

- Front Office Leadership 2011
- Full Service Property Management Systems - System Administration 2011
- Revenue Analysis 2011
- MARSHA Basics 2010
- Revenue Management Skills 2010
- Effective Presentations 2010
- Service Excellence 2007/2009

### **Sodexo**

- Spirit of Inclusion 2015
- Equal Employment opportunity &affirmative Action training 2015
- Clients for life: Attitude & Action 2015

**OSHA**

- OSHA Standards for General Industry - OSHA 511 2016

**CPR Certification**

2015

**ServSafe Certification**

2015/2018