

# Trevor Vardeman

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## Experience

### **Omni San Francisco Hotel – Assistant Front Office Manager/Night Manager • 09/2016 – Current**

- Nominated for “Manager of the Quarter” for the second quarter of 2017 and the first quarter of 2018
- “Safety Champion” winner for April 2018, mainly for preventing fraudulent reservations from checking in to the hotel
- Responsible for guest outreach and recovery whether in-person or through email/phone
- In charge of managing a department of 25 - 30 union and non-union employees
- Attends weekly revenue meeting where STAR results and revenue strategies are discussed
- Manages the entire hotel and all of its departments during overnight shifts

### **Hotel Zelos San Francisco (Formerly Hotel Palomar) – Front Desk Manager • 11/2015 – 09/2016**

- Quickly learned new property management system in order to build hotel in system and train employees
- Responsible for creating the schedule on a weekly basis
- In charge of submitting payroll for the Front Office department
- Worked to create and implement standard operating procedures for the Front Office
- Regularly coordinated with other departments in the hotel to ensure operations run smoothly

### **Hotel Zelos San Francisco (Formerly Hotel Palomar) – Front Desk Supervisor • 07/2015 – 11/2015**

- Earned a promotion during the hotel transition period
- Began being the manager on duty regularly
- Helped create new AM/PM/Night Audit checklists based on new property management system
- Assisted with training new employees on all aspects of the Front Office

### **Hotel Palomar San Francisco – Guest Services Agent (Front Desk) • 02/2015 – 07/2015**

- Acknowledged every guest as they entered and exited the hotel
- Checked guests in and out of the hotel and informed them of all amenities on property
- Assisted with concierge duties when needed
- Was in charge of handling cash transactions on a day to day basis

### **Daydream Island Resort and Spa – Porter • 06/2014 – 11/2014**

- Greeted guests as they arrived and left on ferries
- Delivered and collected luggage to and from guest rooms in a timely manner
- Had to be knowledgeable about everything on the island and surrounding islands
- Drove guests safely on a golf cart from one side of the island to the other

### **Grand Hyatt Melbourne – Guest Services Officer (Bell Desk) • 12/2013 – 06/2014**

- Greeted guests warmly as they entered and exited the hotel
- Assisted guests with their luggage quickly and efficiently
- Valet parked cars in a safe and timely manner
- Worked two months of overnight shifts during which I assisted with all housekeeping requests

### **Grand Hyatt DFW – Concierge • 05/2012 – 12/2013**

- Won the “Grand Performer” award in the second quarter of 2013 for excellent customer service
- Provided knowledge of the surrounding area and attractions
- Booked spa appointments and private transportation
- Cross-trained with the front desk to assist with check-ins and check-outs

## Education

### **University of North Texas • 08/2009 – 05/2013**

- Bachelor of Arts in Social Science with a concentration in Psychology

## Skills

- Outstanding and award-winning customer service and interpersonal skills
- Very proficient in the use of computers and Microsoft Office programs
- Exceptional typing skills averaging over one hundred words per minute
- Extremely adaptable -- whether learning new tasks, new systems, or working odd hours
- Leadership experience in working as an Assistant Front Office Manager, Front Desk Manager, and Night Manager