**HOSPITALITY RESUME**

Ken Murray

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416-111-1212

**Objective**

Highly effective and communicative hotel manager with 8+ years of professional experience. Extremely eager to help The Monarch Hotel ensure seamless daily operations and offer an experience exceeding guest expectation. I boosted annual revenue by 30% in previous roles and improved the hotel's rating by 1.2 points on a 5-point scale metric over one year.

**Work Experience**

**Hotel manager**

The Charming Hotel

Toronto, ON June 2019 - October 2021

* Interviewed, mentored, and managed a team of 14 concierges to ensure they met hotel standards and values
* Resolved customer complaints and anticipated potential problems by monitoring operations
* Collaborated with the events and marketing teams to deliver impressive functions for weddings and private parties
* Improved hotel rating from 3.5 to 4.7 over one year

**Hotel manager**

Yonge Plaza

Toronto, ON

April 2016—June 2019

* Assisted guests, handling complaints as needed
* Developed extensive knowledge of local points of interests, restaurants, and attractions
* Processed daily reports to track profits and occupancy levels

**Education**

**Bachelors of Business Administration, Marketing**

York University

Toronto, ON

2008

**Skills**

* Excellent customer service and interpersonal skills, able to build rapport quickly with guests
* Strong communication skills, multilingual
* Conflict resolution, familiar with how to de-escalate guest complaints independently and find solutions quickly
* Leadership, fostering a welcoming organizational culture among all hotel staff
* Time management and multitasking skills to thrive in a fast-paced environment
* Organization to plan and host successful weddings and events of up to 200 people

**Certifications**

* Ontario Smart Serve

**Languages**

* French —Fluent
* Spanish —Conversational