**HOSPITALITY RESUME**

David Harrison

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**Profile**

Confident hospitality worker with 12 years of hotelier experience and a degree in Hospitality Management. Proven ability to run a hotel front desk, manage online booking systems, and oversee management of 5-star residences. Skilled at improving both customer satisfaction and team efficiency.

**Professional Experience**

**Hotel Manager**

Grand Hyatt Tampa Bay, Tampa, FL

March 2015 to Present

* Address and resolve customer questions and concerns at this 250-room complex
* Collaborate with sales and marketing team to ensure a holistic approach to running the hotel
* Oversee a staff of 150, including desk clerks, cleaners, and lawn maintenance crew

**Highlight:**

* Developed a deals initiative that increased winter season profits by 15%

Hotel Deputy Manager, Seminole Hard Rock Hotel, Tampa, FL

September 2011 to February 2015

* Maintained and updated the online CRM system
* Interviewed potential new hires to help build a high-performing team
* Developed forecasts and reports

**Highlight:**

* Created a customer retention plan that increased repeat business by 25%

Front Desk Host, JW Marriott Tampa, Tampa, FL

March 2009 to August 2011

* Answered all incoming calls and emails
* Managed restaurant reservations
* Filed incident reports as needed

**Education**

Bachelor of Science (BS) in Hospitality Management

University of Central Florida

Tampa, FL

**Key Skills**

* Complex Problem-Solving
* Cross-Functional Collaboration
* Customer Service & Communications
* Process Redesign & Improvement
* Task Prioritization & Sequencing
* Team Collaboration

**Professional Development**

Certified in Hotel Revenue Management

Cornell University

2009