

MICHAEL ANDERSON

Hospitality Training Manager

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Versatile Adult Training Facilitator with 6 years of experience in the hospitality industry, focusing on customer service excellence and staff training. Dedicated to creating interactive and engaging training sessions that foster a culture of exceptional service. Skilled in developing training programs that enhance employees' skills and improve customer satisfaction. Strong background in conducting hands-on workshops that promote real-world application of service principles.

WORK EXPERIENCE

Hospitality Training Manager | Luxury Hotels Group

Jan 2022 – Present

- Developed and implemented customer service training programs for front-line staff, increasing guest satisfaction scores by 35%.
- Conducted regular training sessions and workshops to enhance service delivery skills.
- Collaborated with department heads to identify training needs and develop tailored programs.
- Utilized guest feedback to refine training content and delivery methods.
- Organized team-building activities to strengthen collaboration and communication among staff.
- Created an online training resource library for ongoing staff development and reference.

Service Trainer | Global Hospitality Services

Jul 2019 – Dec 2021

- Conducted training sessions focused on service standards and guest interactions, improving service quality by 25%.
- Developed interactive training materials that engaged participants and promoted knowledge retention.
- Evaluated training effectiveness through participant feedback and service metrics.
- Provided coaching to staff on effective communication and problem-solving skills.
- Facilitated workshops on cultural competence to enhance service delivery to diverse clientele.
- Engaged in continuous learning to stay updated on industry trends and best practices.

SKILLS

Customer Service Training

Workshop Facilitation

Team Building

Training Development

Service Standards

Performance Evaluation

EDUCATION

Bachelor's in Hospitality Management

2015 – 2019

Hospitality University

ACHIEVEMENTS

- Received 'Outstanding Service Award' for exceptional contributions to guest satisfaction in 2020.
- Increased staff retention rates by 30% through effective training and mentoring programs.
- Successfully launched a service excellence recognition program that motivated staff performance.

LANGUAGES

English

Spanish

French