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SKILLS

- Customer Service Training
- Brand Loyalty
- Performance Evaluation
- Interpersonal Skills
- Continuous Improvement
- Workshop Facilitation

EDUCATION

BACHELOR OF SCIENCE, HOSPITALITY MANAGEMENT - CORNELL UNIVERSITY, 2013

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased customer satisfaction scores by 40% through targeted training initiatives.
- Recognized for designing a training program that improved employee retention by 25%.
- Received 'Excellence in Service' award for outstanding contributions to customer service training.

Michael Anderson

CUSTOMER SERVICE TRAINING MANAGER

Dynamic Advertising Trainer with extensive experience in the hospitality industry, specializing in customer service and brand loyalty. Proven ability to design and deliver training programs that enhance employee skills and drive customer satisfaction. Expertise in utilizing customer feedback to inform training content and improve service delivery. Recognized for exceptional interpersonal skills and the ability to engage diverse teams.

EXPERIENCE

CUSTOMER SERVICE TRAINING MANAGER

Luxury Resorts Group

2016 - Present

- Developed and implemented customer service training programs for hospitality staff.
- Conducted role-playing exercises to enhance service delivery skills.
- Utilized customer feedback to continuously refine training content.
- Collaborated with management to align training with brand standards.
- Evaluated training outcomes through performance metrics and participant feedback.
- Fostered a culture of service excellence among all employees.

HOSPITALITY TRAINER

Elite Hospitality Training

2014 - 2016

- Designed training sessions focusing on guest interaction and service excellence.
- Analyzed training effectiveness through participant surveys and feedback.
- Facilitated workshops on brand loyalty and customer retention strategies.
- Collaborated with industry experts to enhance training content.
- Implemented mentorship programs for new trainers.
- Promoted a culture of continuous learning within the organization.