

MICHAEL ANDERSON

Front Office Manager

- San Francisco, CA
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Resourceful and results-oriented front office manager with a solid foundation in hospitality management and a focus on delivering exceptional guest experiences. Over six years of experience leading front desk operations in mid-scale hotels, with a commitment to enhancing guest satisfaction through personalized service and effective team leadership. Known for strong organizational skills and the ability to manage multiple tasks in a fast-paced environment.

WORK EXPERIENCE

Front Office Manager | Midtown Hotel

Jan 2022 – Present

- Managed front office operations, ensuring high standards of guest service.
- Implemented a new guest check-in process that improved efficiency by 25%.
- Trained staff on customer service excellence and operational procedures.
- Coordinated with housekeeping to maintain room readiness.
- Handled guest complaints and inquiries effectively, enhancing satisfaction.
- Monitored daily operations and prepared reports for management review.

Guest Services Associate | Comfort Stay Inn

Jul 2019 – Dec 2021

- Provided excellent service to guests, ensuring a welcoming environment.
- Managed reservations and inquiries, contributing to operational flow.
- Maintained accurate records of guest interactions and feedback.
- Assisted in the training of new employees on front desk procedures.
- Collaborated with housekeeping to ensure timely room readiness.
- Participated in promotional campaigns to enhance guest engagement.

SKILLS

guest service

team leadership

operational efficiency

technology utilization

complaint resolution

promotional strategy

EDUCATION

Bachelor of Science in Hospitality Management

2015 – 2019

Florida State University

ACHIEVEMENTS

- Improved guest satisfaction scores by 30% through personalized service initiatives.
- Recognized as 'Employee of the Month' for exceptional performance.
- Successfully implemented a new feedback system that increased guest responses.

LANGUAGES

English

Spanish

French