



MICHAEL ANDERSON

Front Office Manager

Dedicated hospitality professional with over 9 years of experience in front-of-house operations and guest relations. Known for delivering exceptional customer service and fostering positive guest experiences. Proven ability to manage teams effectively while maintaining high standards of service and operational efficiency. Expertise in handling guest inquiries and resolving issues promptly, ensuring satisfaction and loyalty.

WORK EXPERIENCE

Front Office Manager

2020-2023

Cityscape Hotels

- Managed front office operations, ensuring seamless check-in and check-out processes.
- Trained and supervised staff, enhancing service delivery and team performance.
- Handled guest complaints and inquiries, achieving a 95% satisfaction rate.
- Implemented new front desk software, improving efficiency by 20%.
- Monitored inventory and ordered supplies to maintain operational standards.
- Coordinated with housekeeping to ensure timely room availability.

Guest Relations Supervisor

2019-2020

Urban Retreat

- Supported guest relations initiatives, enhancing overall guest experience.
- Assisted in managing customer feedback systems, improving response times.
- Trained new staff on service standards and procedures.
- Organized guest events and activities, increasing engagement by 30%.
- Collaborated with departments to resolve guest issues effectively.
- Maintained up-to-date knowledge of hotel services and local attractions.

ACHIEVEMENTS

- Achieved 'Employee of the Month' recognition multiple times for outstanding service.
- Increased guest satisfaction scores by 20% through targeted initiatives.
- Successfully implemented a new guest feedback system, enhancing service quality.

CONTACT

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EDUCATION

Bachelor of Science in Hospitality Management

University of Nevada
2016-2020

SKILLS

- guest relations
- team management
- operational efficiency
- customer service
- problem-solving
- training and development

LANGUAGES

- English
- Spanish
- French