



# MICHAEL ANDERSON

## Front Desk Supervisor

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### SUMMARY

Dynamic and results-oriented Hospitality Associate with extensive experience in delivering exceptional service within high-pressure environments. Proven track record of enhancing guest satisfaction through meticulous attention to detail and proactive problem-solving. Expertise in hospitality management principles, complemented by a deep understanding of customer relationship management and service optimization strategies. Demonstrated ability to lead diverse teams and foster a collaborative atmosphere, ensuring seamless operations and a memorable guest experience.

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### WORK EXPERIENCE

#### Front Desk Supervisor Grand Luxe Hotel

Jan 2023 - Present

- Oversaw daily front desk operations, ensuring a welcoming atmosphere for guests.
- Managed a team of receptionists, providing training and performance evaluations.
- Implemented a new check-in system that reduced wait times by 30%.
- Resolved guest complaints with empathy, achieving a 95% satisfaction rating.
- Conducted regular audits of front desk procedures to ensure compliance with company standards.
- Collaborated with housekeeping and maintenance to ensure prompt service delivery.

#### Guest Services Agent Coastal Resorts

Jan 2020 - Dec 2022

- Assisted guests with check-in and check-out processes, enhancing overall efficiency.
  - Provided personalized recommendations for local attractions and dining options.
  - Maintained accurate records of reservations and guest interactions.
  - Participated in the development of guest feedback surveys, leading to service improvements.
  - Utilized property management software to track guest preferences and special requests.
  - Facilitated communication between departments to ensure guest needs were met promptly.
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### EDUCATION

#### Bachelor of Science in Hospitality Management, University of Hospitality Excellence

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** guest relations, team leadership, conflict resolution, property management systems, customer service, training and development
- **Awards/Activities:** Received the 'Employee of the Month' award for exceptional guest service.
- **Awards/Activities:** Increased repeat guest visits by 20% through personalized service initiatives.
- **Awards/Activities:** Successfully led a project that enhanced the front desk's operational efficiency.
- **Languages:** English, Spanish, French