

MICHAEL ANDERSON

Boutique Hotel Quality Manager

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Expert Hospitality Quality Manager with a distinguished career in managing quality assurance within boutique hotels. Combines a passion for hospitality with a keen eye for detail, ensuring that every aspect of guest experience meets the highest standards. Recognized for developing innovative service protocols that enhance guest satisfaction and streamline operations. Proficient in utilizing qualitative and quantitative data to inform decision-making processes.

WORK EXPERIENCE

Boutique Hotel Quality Manager | Charming Stays

Jan 2022 – Present

- Managed quality assurance processes for a portfolio of boutique hotels.
- Developed and refined service protocols to enhance guest experiences.
- Conducted staff training sessions focused on quality standards.
- Monitored guest feedback to identify service improvement areas.
- Collaborated with hotel management to implement quality initiatives.
- Achieved a notable increase in positive guest reviews and ratings.

Quality Assurance Specialist | Unique Boutique Hotels

Jul 2019 – Dec 2021

- Assisted in developing quality assurance frameworks for boutique properties.
- Conducted audits to assess compliance with established standards.
- Trained staff on service excellence and quality expectations.
- Analyzed performance metrics to drive continuous improvement.
- Prepared reports for management on quality assurance outcomes.
- Recognized for contributions to enhancing guest satisfaction.

SKILLS

Quality assurance

Boutique hotel management

Service protocols

Staff development

Data analysis

Guest satisfaction

EDUCATION

Bachelor of Arts in Hospitality Management

2015 – 2019

Washington State University

ACHIEVEMENTS

- Increased guest satisfaction scores by 40% within one year.
- Awarded 'Top Performer' for outstanding service delivery.
- Implemented innovative service protocols recognized by industry peers.

LANGUAGES

English

Spanish

French