

MICHAEL ANDERSON

Training and Development Manager

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Strategic Hospitality Trainer with a wealth of experience in team leadership and operational training within the hospitality sector. Renowned for creating impactful training programs that align with business objectives and enhance employee performance. Expertise in conducting needs assessments to identify skill gaps and develop targeted training initiatives. Strong leadership and mentoring abilities drive team engagement and foster a culture of collaboration and excellence.

WORK EXPERIENCE

Training and Development Manager | Hospitality Innovations

Jan 2022 – Present

- Led the development and implementation of a comprehensive training strategy.
- Conducted organizational assessments to identify training needs across departments.
- Facilitated leadership training programs for management staff.
- Monitored training effectiveness through performance evaluations and feedback.
- Collaborated with cross-functional teams to enhance service delivery.
- Developed succession planning initiatives to prepare future leaders.

Hospitality Trainer | Premier Suites

Jul 2019 – Dec 2021

- Delivered training programs focused on enhancing guest experience.
- Utilized innovative training techniques to engage participants.
- Maintained detailed training records and performance metrics.
- Evaluated training programs and made necessary adjustments for improvement.
- Coordinated with management to align training with operational goals.
- Conducted follow-up assessments to ensure knowledge retention.

SKILLS

Training Strategy

Leadership Development

Needs Assessment

Performance Evaluation

Succession Planning

Cross-Functional Collaboration

EDUCATION

Master of Business Administration

2015 – 2019

University of Michigan

ACHIEVEMENTS

- Increased employee engagement scores by 40% through effective training.
- Recognized with the 'Best Leadership Training Program' award by industry peers.
- Successfully implemented a training strategy that improved service delivery metrics.

LANGUAGES

English

Spanish

French