



Michael ANDERSON

HOTEL OPERATIONS MANAGER

Innovative and strategic Hotel Operations Manager with a proven track record in enhancing operational performance within the hospitality industry. Recognized for a unique approach to guest engagement and service excellence, resulting in sustained business growth and customer loyalty. Demonstrates expertise in developing and executing operational strategies that align with organizational objectives.

CONTACT

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SKILLS

- Strategic Planning
- Guest Engagement
- Project Management
- Team Leadership
- Service Innovation
- Market Research

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
HOSPITALITY MANAGEMENT,
MICHIGAN STATE UNIVERSITY, 2013**

ACHIEVEMENTS

- Achieved 'Excellence in Service' award for outstanding guest service in 2021.
- Increased event bookings by 40% through targeted marketing campaigns.
- Successfully led a project that enhanced online presence, boosting direct bookings by 15%.

WORK EXPERIENCE

HOTEL OPERATIONS MANAGER

Mountain Retreat Hotels

2020 - 2025

- Executed operational strategies that led to a 25% increase in guest satisfaction scores.
- Developed training modules for staff, enhancing service delivery across departments.
- Managed hotel renovations, ensuring minimal disruption to guest services.
- Implemented a loyalty program that increased repeat business by 30%.
- Conducted market research to identify new service opportunities, driving revenue growth.
- Utilized feedback systems to continuously improve guest experiences.

OPERATIONS COORDINATOR

Seaside Inn

2015 - 2020

- Assisted in managing daily operations, contributing to overall service quality.
- Coordinated special events, increasing revenue from catering services.
- Maintained vendor relationships, ensuring timely delivery of supplies.
- Conducted staff training sessions on service protocols and guest relations.
- Monitored guest feedback to inform service improvements.
- Facilitated team meetings to align departmental goals and strategies.