MICHAEL
ANDERSON

Reservations Manager

- San Francisco, CA
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Results-oriented Hotel Reservations Executive with a comprehensive understanding of the hospitality industry and a commitment to delivering exceptional guest experiences. Adept at utilizing technology to streamline reservation processes and enhance operational efficiency. Proven experience in managing high-volume reservations while maintaining attention to detail and accuracy. Strong analytical skills to assess market trends and adjust strategies accordingly.

WORK EXPERIENCE

Reservations Manager | Comfort Suites   Jan 2022 – Present

- Managed the reservations team, ensuring compliance with company standards.
- Implemented a new booking system that streamlined processes.
- Conducted regular staff training to improve service delivery.
- Analyzed market trends to inform pricing and promotional strategies.
- Maintained a high level of guest satisfaction through effective communication.
- Collaborated with other departments to ensure seamless operations.

Front Desk Associate | Fairfield Inn   Jul 2019 – Dec 2021

- Provided exceptional customer service to guests during check-in and check-out.
- Handled reservations and modifications through various platforms.
- Maintained accurate records of room availability and rates.
- Assisted guests with inquiries and local recommendations.
- Collaborated with housekeeping to ensure room readiness.
- Gathered feedback to improve service standards and guest experiences.

SKILLS

Guest Services   Team Leadership   Process Improvement   Market Analysis   Communication Skills

Customer Relationship Management

EDUCATION

Bachelor of Arts in Hospitality Management   2015 – 2019
University of Illinois

ACHIEVEMENTS

- Achieved a 30% increase in direct bookings through effective marketing.
- Recognized for outstanding performance in guest service.
- Successfully implemented a new reservation tracking system.

LANGUAGES

English   Spanish   French