

# MICHAEL ANDERSON

Hospitality Skills Trainer

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As a passionate Technical Skills Coach with over 4 years of experience in the hospitality industry, I am dedicated to enhancing the technical competencies of staff members to deliver outstanding guest experiences. My background in hotel management allows me to understand the unique challenges faced by hospitality professionals, and I am committed to providing them with the skills necessary to navigate various property management systems and customer service technologies.

## WORK EXPERIENCE

### Hospitality Skills Trainer | Luxury Stay Hotels

Jan 2022 – Present

- Developed training programs for new property management systems, enhancing staff proficiency by 30%.
- Conducted workshops on customer service best practices, leading to a 25% increase in guest satisfaction ratings.
- Collaborated with management to identify training needs and develop tailored solutions.
- Utilized role-playing exercises to enhance staff interaction skills with guests.
- Monitored training effectiveness through feedback and performance metrics, resulting in program improvements.
- Recognized for exceptional contributions to employee development and guest service quality.

### Technical Skills Coach | Premier Hospitality Group

Jul 2019 – Dec 2021

- Designed and delivered training sessions on technology integration in hospitality, leading to a 40% improvement in operational efficiency.
- Trained staff on new reservation systems, enhancing booking accuracy by 30%.
- Facilitated team-building exercises to strengthen collaboration among departments.
- Conducted assessments to evaluate training effectiveness and make necessary adjustments.
- Collaborated with IT to ensure training content was current with system updates.
- Achieved high satisfaction ratings from staff regarding training programs.

## SKILLS

Hospitality Management

Customer Service Training

Technology Integration

Instructional Design

Team Development

Performance Monitoring

## EDUCATION

### Bachelor of Science in Hospitality Management

2017

Florida State University

## ACHIEVEMENTS

- Increased guest satisfaction ratings by 25% through effective training on customer service practices.
- Achieved a 30% improvement in staff proficiency with property management systems.
- Recognized as Employee of the Month for outstanding contributions to team training and development.

## LANGUAGES

English

Spanish

French