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SKILLS

- Customer Service Training
- Program Development
- Performance Measurement
- Team Leadership
- Guest Satisfaction
- Continuous Improvement

EDUCATION

**BACHELOR OF ARTS IN HOSPITALITY
MANAGEMENT, CULINARY INSTITUTE**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased employee engagement scores by 30% through innovative training programs.
- Recognized for excellence in customer service training by the Hospitality Association.
- Achieved a 95% positive feedback rate from training participants.

Michael Anderson

HOSPITALITY TRAINING MANAGER

Proficient Training Program Manager with a focus on the hospitality industry, distinguished for developing training programs that enhance customer service excellence and employee engagement. Skilled in creating immersive training experiences that equip employees with the necessary skills to thrive in a fast-paced environment. A collaborative leader adept at engaging with diverse teams and fostering a culture of service-oriented training.

EXPERIENCE

HOSPITALITY TRAINING MANAGER

Premier Hotels Group

2016 - Present

- Developed a customer service training program that increased guest satisfaction scores by 20%.
- Managed training schedules and logistics for over 150 staff members.
- Conducted role-playing exercises to enhance employee interaction skills.
- Utilized feedback from guests to continually refine training content.
- Facilitated leadership training for department heads to improve team management skills.
- Implemented a recognition program to motivate staff and improve performance.

TRAINING SPECIALIST

Luxury Resorts Inc.

2014 - 2016

- Created onboarding programs that reduced time-to-productivity by 25% for new hires.
- Conducted training sessions on service protocols and hospitality standards.
- Monitored training effectiveness through participant surveys and feedback.
- Developed training manuals and resources for ongoing staff development.
- Collaborated with management to identify training needs based on guest feedback.
- Engaged in continuous improvement initiatives to enhance training offerings.