



Thomas Magnusson

Hotel Manager

Contact info

+1 865 457 2561

magnussontom@email.com

United States, Southfield, MI, 2339 Nash Street

Education

- Certified Hospitality and Tourism Management Professional** 2023 - Now
AHLAEI
- University of Michigan** 2015 - 2019
United States, Ann Arbor, MI

Skills

Personnel Management	<div><div style="width: 100%;"></div></div>
Risk Management	<div><div style="width: 100%;"></div></div>
Conflict Resolution	<div><div style="width: 100%;"></div></div>
Negotiation Skills	<div><div style="width: 100%;"></div></div>
Budgeting	<div><div style="width: 100%;"></div></div>

Hobbies

Photography
Fishing

Languages

Swahili (Advanced)

Professional summary

Dynamic and results-driven hospitality professional with years of experience in hotel management, guest services, and operations. Skilled in leading cross-functional teams, optimizing operational efficiency, and delivering exceptional guest experiences.

Experience

- Hotel Manager** July 2021 - Now
The Grand Bay Hotel, United States, Southfield, MI
 - Direct all aspects of hotel operations, including guest services, housekeeping, maintenance, and food and beverage.
 - Implement strategic initiatives to enhance guest satisfaction, resulting in a 20% increase in positive online reviews.
 - Lead a team of 50+ employees, providing training, coaching, and performance evaluations to ensure high standards of service delivery.
- Assistant Hotel Manager** June 2019 - May 2021
Riverside Resort, United States, Detroit, MI
 - Assisted the hotel manager in day-to-day operations, including front desk management, reservations, and guest relations.
 - Implemented staff training programs to improve service quality and increase guest satisfaction scores by 15%.

- Coordinated with department heads to streamline operational processes and enhance efficiency across departments.