



## Hotel General Manager

# Tom Woods

### Professional summary

Dedicated and results-driven Hotel General Manager with 8 years of experience in the hospitality industry. Proven track record of optimizing operational efficiency, maximizing revenue, and enhancing guest satisfaction.

### Experience

#### Hotel General Manager

2020 - Now

Grand Plaza Hotel / New York, NY

- Oversee all aspects of hotel operations, including guest services, housekeeping, maintenance, sales, and finance.
- Develop and implement strategic plans to achieve revenue targets and profitability goals.
- Lead a team of 6 department heads and staff, providing guidance, coaching, and performance feedback.
- Implement cost-control measures to improve operational efficiency without compromising service quality.

#### Front Desk Supervisor

2018 - 2020

Sunrise Inn / Miami, FL

- Supervised front desk operations, including check-in/check-out procedures and guest relations.
- Trained and mentored front desk staff to maintain high service standards.
- Assisted in resolving guest issues and complaints to ensure guest satisfaction.
- Managed room inventory and reservations to optimize occupancy and revenue.

#### Hotel Receptionist

2016 - 2018

Seaside Restaurant / Miami, FL

- Greeted and seated guests in a friendly and courteous manner.
- Managed reservations and coordinated seating arrangements to optimize restaurant flow.
- Provided guests with menus and assisted with any inquiries or special requests.
- Worked closely with servers and kitchen staff to ensure smooth service.

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### Education

#### Bachelor of Arts in Hospitality Management

2013 - 2017

Cornell University

Ithaca, NY

### Skills

Strong leadership and team-building skills.



Excellent communication and interpersonal skills.



Proficient in hotel management software and Microsoft Office Suite.



Strategic planning and problem-solving abilities.



Proven track record of driving revenue and profitability growth.



### Languages

◆ French (Intermediate)