



Brigida Morgan

Assistant Hotel Manager

CONTACT

+1 234 567 89 10

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Austin, TX

LINKS

LinkedIn - brigidamorgan

LANGUAGES

- Italian (Intermediate)

PROFESSIONAL SUMMARY

Dynamic and detail-oriented Assistant Hotel Manager with over 5 years of experience in hospitality management. Proven expertise in supporting daily operations, enhancing guest experiences, and driving revenue growth. Adept at team leadership, conflict resolution, and operational efficiency. Committed to providing exceptional service and contributing to the overall success of the hotel.

EXPERIENCE

Assistant Hotel Manager

Grand Vista Hotel / Austin, TX

2023 - Now

- Assist in managing the daily operations of a 180-room upscale hotel, including front desk, housekeeping, and food and beverage services.
- Implement a new check-in/check-out procedure that reduced guest wait times by 20% and improved overall guest satisfaction scores by 12%.
- Address and resolve guest complaints promptly, achieving a 98% guest satisfaction rate.

Guest Services Agent

Parkside Suites / Houston, TX

2019 - 2023

- Provided exceptional customer service, handling guest requests, and resolving issues to enhance overall guest experience.
- Assisted in managing reservations and coordinating room assignments to optimize occupancy rates.
- Supported daily administrative tasks, including processing payments, maintaining records, and preparing reports.

EDUCATION

Certified Hospitality Supervisor (CHS)

American Hotel and Lodging Educational Institute (2024)

First Aid and CPR Certified

American Red Cross (2022)

SKILLS

Customer Service



Time Management



Staff Supervision and Training



Reservation Systems and Booking Software

