

**NAME**  
Address  
Address

*Residence Telephone*

*Business Telephone*

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**EXPERIENCE:**

INNS, INC.

1983 to present

*City, State* (160 employees • 196 rooms • meeting facilities for 350)

**Guest Services Manager** (1986 to present). Direct the operations of the front desk, reservations, auditing, communications and bell staff, and transportation services. Plan for and schedule manpower, equipment, and supply requirements and maintain accountability for the cost, utilization, and performance of employees and equipment. Closely coordinate activities with related departments.

- Monitor and control room availability and selling rates to maximize occupancy level and room revenue.
- Plan and oversee \$300M annual budget.
- Developed training program and 200-page policies and procedures manual.
- Reconcile and verify daily revenues of entire hotel for distribution to appropriate departments and comparison with budget.
- Perform billing, credit, and collections functions for individual and corporate accounts.
- Utilize a variety of custom computer systems to track reservations, transmit revenue information, create work inventory sheets, perform billing, process receivables, and provide guests with information about special activities. Establish new and back up files, purge system of data, and provide maintainance and troubleshooting. Hardware: IBM PC, IBM SERIES I, Tandy, Amiga. Software: Room Finder II, Simulnet, Lodgistix, Hotel Vision.

Prior positions included **Front Office Manager** (10/85 to 10/86) and **Assistant Front Desk Manager** (7/85 to 10/85). *Received letter of commendation in October 1985 from Vice President of U.S. Hotel Operations for outstanding service.*

*City, State* (75 employees • 110 rooms • meeting facilities for 250)

Positions included **Front Desk Manager** (7/84 to 7/85), **Night Audit Supervisor** (4/84 to 7/84), **Front Desk Manager** (8/83 to 4/84), **Night Auditor** (2/83 to 8/83) and **Clerk** (1/83 to 2/83). *Received Employee of the Month Award In April 1983.*

PREVIOUS EMPLOYMENT (1980 to 1983) included positions in sales and customer service.

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**EDUCATION:**

University • City, State

1977 to 1980

Diploma • Senior High School • City, State

1977