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|  |  | Jimmie Mclaughlin |
| Profile Assistant Hotel Manager with a warm and friendly demeanor always! Skilled at conflict resolution. Team builder who is acutely attentive to employees’ and guests’ needs. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment’s long-term success. Contact PHONE:  716-555-0100  LINKEDIN:  www.linkedin.com/in/j.mclaughin  EMAIL  (716) 555 - 0100 activities and interests Surfing  Scuba diving  Snorkeling  Craft beer  Travel  Great food  Food pantry volunteer |  | WORK EXPERIENCEAssistant Hotel ManagerABC Hotel, Palm City, Florida 2017–Present  Supervise hotel staff. Improve staff performance through training, attention to detail and empathetic problem-solving methods. Assist with the preparation of staff assessments. Resolve staff and guest conflicts in a professional courteous manner. Inventory and order business supplies. Responsible for guest billing and settling payment disputes. Admin tasks as needed including bookings, check-ins, answering phones, responding to email and social media inquiries. Assistant Hotel ManagerXYZ Club, Sunny, Florida 2014–2017  Supervised and trained hotel staff and resolved staff conflicts. Daily financial reporting. In charge of guest database and stays schedule. Point person for corporate client relations and reviewing guest feedback posted online. Worked with marketing team on campaign to increase guest bookings. Assisted accountant with accounting tasks. Handled in-person guest complaints. EDUCATIONBellows College June 2012  Bachelor of Science in Hospitality Management key skills and characteristics  * Budget Management * Excellent listener * Friendly, courteous, and service oriented * Poised under pressure * Staff Training & Coaching * Recruiting and Hiring Talent * Quality Assurance * Solid written and verbal communicator |