

Pierce Woods

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Objective

As an **Hospitality Manager** contribute to increased efficiencies, productivity and profitability for a deluxe property.

Professional Experience

Highlights of Qualifications

- ✓ 10 years progressive experience in the hospitality industry, 6 as a Manager, all in deluxe properties
- ✓ Leadership experience in coaching, motivating, and creating teams
- ✓ Evidenced experience at exceeding all financial targets
- ✓ 6Sigma Trained/Point Person. Rolled out and troubleshoot all projects. Exceeded all annual goals, 2004 to 2010
- ✓ Achieved Best-in-Class measureables including Guest Satisfaction and Associate Satisfaction
- ✓ Manager of the Quarter 2005, Service Legend Award 2001 & 2003
- ✓ Exceptional interpersonal and communication skills; expert at dealing with all levels
- ✓ Strong analytical problem solving abilities

Employment Chronology

Hyatt Hotels 2000 to 2010
Denver, Colorado

Have worked in progressive positions for the last ten years, including:

Front Office Manager	August 2008 to March 2010
Director of Security	September 2006 - August 2008
Front Desk Manager	June 2004 – September 2006
Night Auditor/Night Manager	May 2000-June 2004

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Skills Summary

- ✓ Maintained hotel rooms inventory including room category allocation to fulfill guest bookings in order to optimize hotel revenue.
- ✓ Supervised and trained staff of over 20 associates in five distinct operational areas; including annual and semi-annual performance reviews. Oversaw recruiting and hiring procedures for new employees.
- ✓ Monitored daily payroll allocation, staff level requirements, and weekly forecasts to ensure maximum productivity. Determined optimum weekly staffing needs and developed schedules for 20 associates.
- ✓ Monitored daily operation to ensure accuracy and high standard of aspiring 4-Star, 4-Diamond Convention Hotel property. Established and reinforced compliance with brand standards and hotel policies.
- ✓ Acted as Manager on Duty, representing and empowered with the authority of the General Manager in resolving guest complaints, security concerns, and staff incidents.
- ✓ Developed and implemented up-selling program responsible for creating an average of \$1,300 monthly incremental revenue.
- ✓ Responsible for department expenses, ensuring supplies were available for staff to complete their daily tasks.
- ✓ Responsible for the safety and security of a 729 room convention hotel's associates, guests, and property.
- ✓ Implemented updated Emergency Response plan to ensure safe resolution of any and all emergencies.
- ✓ Supervised and trained staff of 12 first responders in emergency response, CPR, first aid, AED, and problem resolution
- ✓ Handled all worker's comp claims.
- ✓ Developed relationship with local law enforcement and surrounding Security teams; coordinated off duty KCPD activity to ensure safety of special exhibits and events.
- ✓ Implemented new reporting and claims handling procedures.
- ✓ Oversaw the night auditing process, including balancing room revenues, food and beverage revenues, general ledger and reporting tasks.

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Computer Skills

- ✓ Expert at Hyatt systems including Galaxy, Lightspeed, Savie, TLPE, Timesaver, Hotel Expert, HyattGuest Recognition, HyattGuest Response+, SPGLink, HyattSource, HyattS
- ✓ Microsoft Office (Excel, Word, Access and PowerPoint)
- ✓ Publisher, OneNote, Groove and Outlook, Internet Applications,

References

Available upon request