

PIERCE WOODS

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PROFILE

Tenacious, detailed, team oriented leader seeking a Department Head role in a high-profile luxury setting. Goal oriented manager with an emphasis on culture building and team goal accomplishment. Highly experienced hospitality professional with expertise in gaining and maintaining best-in-class measurables including Guest Satisfaction and Associate Satisfaction while exceeding financial goals.

LEADERSHIP EXPERIENCE

6Sigma Green Belt - 2004 - present

Initiated DMAIC and iDMAIC projects using the 6Sigma methodology and tools. Helped install and maintain the 6Sigma culture in the Denver Area. Acted as a technical resources with excel and other solutions to the area green belts. Led 8 projects and participated on countless more, exceeded 6Sigma property goal annually since 2004.

EMPLOYMENT EXPERIENCE

THE HYATT HOTEL GROUP

Front Office Manager, Denver, Colorado; August 2008 - Present

- Maintained hotel rooms inventory including room category allocation to fulfill guest bookings and subsequent requests and in order to optimize hotel revenue.
- Supervised and trained staff of over 20 associates in five distinct operational areas. Monitored daily operation to ensure accuracy and high standard of aspiring 4-Star, 4-Diamond Convention Hotel property, including establishing and reinforcing compliance with brand standards and hotel policies as well as conducting annual and semi-annual performance reviews. Oversaw recruiting and hiring procedures for new staff in above five operational areas.
- Monitored daily payroll allocation, staff level requirements, and weekly forecasts to ensure maximum productivity. Determined optimum weekly staffing needs and developed schedules for above 20 associates.
- Acted as Manager on Duty, both representing and empowered with the authority of the General Manager of the property in resolving guest complaints, security concerns, and staff incidents.
- Developed and implemented up-selling program responsible for creating an average of \$1300 monthly incremental revenue.

THE HYATT HOTEL GROUP

Director of Security, Denver, Colorado; September 2006 - August 2008

- 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.

THE HYATT HOTEL GROUP

Front Desk Manager, Denver, Colorado; June 2004 - September 2006

- Maintained hotel rooms inventory including room category allocation to fulfill guest bookings and subsequent requests and in order to optimize hotel revenue.
- Supervised and trained staff of over 20 associates in five distinct operational areas. Monitored

- daily operation to ensure accuracy and high standard of aspiring 4-Star, 4-Diamond Convention Hotel property, including establishing and reinforcing compliance with brand standards and hotel policies as well as conducting annual and semi-annual performance reviews. Oversaw recruiting and hiring procedures for new staff in above five operational areas.
- Monitored daily payroll allocation, staff level requirements, and weekly forecasts to ensure maximum productivity. Determined optimum weekly staffing needs and developed schedules for above 20 associates.
 - Responsible for department expenses, ensuring that supplies were available for the staff to complete their daily tasks.
 - Acted as Manager on Duty, both representing and empowered with the authority of the General Manager of the property in resolving guest complaints, security concerns, and staff incidents.

THE HYATT HOTEL GROUP

Night Auditor / Night Audit Manager

- Maintained hotel rooms inventory including room category allocation to fulfill guest bookings and subsequent requests and in order to optimize hotel revenue.
- Acted as Manager on Duty, both representing and empowered with the authority of the General Manager of the property in resolving guest complaints, security concerns, and staff incidents.
- Oversaw the night auditing process, including balancing room revenue, food and beverage revenue, general ledger, and reporting tasks.

HONORS AND AWARDS

- Manager of the Quarter - first quarter 2005
- Service Legend Award 2003
- Service Legend Award 2001

SKILLS

- PC proficient, Microsoft Office including Excel, Word, Access, Powerpoint, Publisher, OneNote, Groove and Outlook, Internet Applications, Galaxy, Lightspeed, Savic, TLPE, Timesaver, Hotel Expert, HyattGuest Recognition, HyattGuest Response+, SPGLink, HyattSource, HyattShift

REFERENCES

- Diane Eastcroft, Director of Housekeeping, The Westin Galleria Dallas 972-955-9494
- Craig McDonald, RRM aligned with Southwest, Northeast and Eastern Canada Hotels, Hyatt Group Hotels and Resorts. 770-227-2054
- Dave Howard, Front Desk Manager, The St. Regis Deer Crest Resort - 435-444-5700