

MAYA THOMPSON

Hotel Operations & Guest Experience Manager

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PROFESSIONAL SUMMARY

Hospitality leader with 8+ years of progressive experience managing front-office operations, guest services, and cross-functional hotel teams in upscale, high-occupancy properties. Known for raising guest-satisfaction scores, strengthening service recovery, and controlling labor and operating costs without compromising service. Hands-on manager with expertise in property-management systems, staff development, revenue support, and brand-standard compliance.

CORE COMPETENCIES

Hotel Operations: Front Office, Guest Services, Reservations, Night Audit, Housekeeping, VIP & Group Arrivals

Leadership & Performance: Team Coaching, Scheduling, Labor Forecasting, Service Recovery, QA, Budget Control

Systems & Standards: Opera PMS, FOSSE, HotSOS, Sertifi, Delphi, Micros POS, Nimbus 365, Forbes/AAA Standards

PROFESSIONAL EXPERIENCE

Front Office Manager

Orlando, FL

Harbor Grand Hotel & Conference Center

March 2022 – Present

- Lead daily front-office and guest-services operations for a 286-room upscale hotel averaging 82% annual occupancy and hosting large corporate and leisure groups.
- Manage, coach, and schedule a 24-person team across reception, concierge, bell, and night-audit functions; reduced annual frontline turnover from 42% to 25% through structured onboarding and monthly coaching.
- Increased post-stay guest-satisfaction score from 86% to 94% in 18 months by introducing arrival briefings, real-time issue tracking, and a closed-loop service-recovery process.
- Partner with Revenue Management and Reservations on oversell strategy, room assignment, and upsell offers, generating more than \$185,000 in incremental room revenue in 2025.
- Control departmental payroll and operating expenses against a \$1.4M annual budget; finished 2025 at 3.2% below budget while maintaining brand audit scores above 95%.

Assistant Front Office Manager

Tampa, FL

Mariner Bay Resort

June 2019 – February 2022

- Supervised each shift's desk, concierge, transportation, and night-audit activity for a 210-room waterfront resort, resolving escalated concerns and coordinating with Housekeeping, Engineering, and Food & Beverage.
- Cut average check-in time by 31% after redesigning the arrival queue, introducing pre-arrival outreach, and training agents on mobile and express check-in workflows.
- Recovered more than \$72,000 annually in missed charges and posting errors through weekly folio reviews, cashier audits, and targeted coaching on Opera PMS procedures.
- Coordinated arrivals and billing for weddings, sports teams, and groups of up to 450 guests while maintaining accurate room blocks, routing instructions, and VIP amenities.

Guest Services Supervisor

Jacksonville, FL

Riverside Suites Hotel

July 2017 – May 2019

- Directed lobby coverage and coached 10 guest-service agents at a 164-suite property, consistently meeting response-time, loyalty-enrollment, and upsell goals.
- Created a local-area recommendation guide and guest follow-up routine that contributed to a 17-point increase in the hotel's online reputation index.
- Balanced daily cash and credit activity, reviewed shift reports, and completed manager-on-duty responsibilities with no material audit exceptions.

EDUCATION & CREDENTIALS

Bachelor of Science in Hospitality Management

University of Central Florida, Rosen College of Hospitality Management

May 2017

Orlando, FL

Certified Hospitality Supervisor (CHS)

American Hotel & Lodging Educational Institute

ServSafe Manager

National Restaurant Association