# Michael Jones

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#### Summary

Personable Hotel Management Trainee with more than six years’ experience helping guests check in and ensuring they have a good experience. Adept at keeping track of full and vacant rooms, responding to questions and complaints and other front desk duties. Specialize in working with the sales, housekeeping and other departments to keep the hotel operating within its budget.

#### Highlights

* Customer service
* Public speaking
* Organized
* Problem solver
* Sales
* Time management

#### Work Experience

## August 2015 to present Blue Door Inn-New Cityland, CA Hotel Management Trainee

* Responsible for assisting more than 20 guests in a high end luxury hotel with services on and off site
* Coordinated with housekeeping and other departments to keep the hotel looking clean and providing guests with a good experience

# June 2012 to July 2015 Motel Nine-New Cityland, CA Hotel Management Trainee

* Helped guests make reservations over the phone and inputted online information and reservations into the computer system
* Provided more than 100 guests each night with services designed to increase their satisfaction, which led to an approval rating of more than 97 percent

# May 2010 to May 2012 Super Six Motel-New Cityland, CA Hotel Management Trainee

* Responsible for answering complaints from customers and finding solutions to help improve their stays
* Maintained a 60 unit hotel independently when supervisors were not available during late night and early morning shifts

#### Education

2010, University of California, New Cityland, CA Bachelor of Science, Hospitality