

Marlin Kennamer

Assistant Hotel Manager

Profile

Over 5 years of experience as an Assistant Hotel Manager. I am a highly motivated individual with a passion for the hospitality industry. I have gained extensive knowledge and experience in all aspects of hotel operations, including guest relations, front office management, housekeeping, and food & beverage service. I am dedicated to providing exceptional customer service and ensuring that each guests' needs are met with the highest level of care and attention. I thrive in fast-paced environments and enjoy working within a team setting to achieve common goals.

Employment History

Assistant Hotel Manager at Marriott Hotels & Resorts, NM

Jun 2022 - Present

- Led a team of 15 employees and successfully increased hotel sales by 10%.
- Implemented new customer service initiatives that resulted in a 5% increase in customer satisfaction ratings.
- Trained and developed 4 new front desk managers, who are now successfully running their own teams.
- Negotiated discounts with vendors that saved the hotel \$12,000 per year.
- Wrote and implemented an effective marketing campaign that generated \$20,000 in revenue for the hotel.

Assistant Manager at Hilton Hotels & Resorts, NM

Jul 2017 - May 2022

- Led a team of 10 employees and increased sales by 15%.
- Hired and trained new staff, resulting in a decrease in turnover by 20%.
- Implemented new systems that streamlined workflow and reduced errors by 25%.
- Negotiated with vendors to get better prices on inventory, saving the company \$5,000 per month.
- Handled customer complaints efficiently, reducing the number of repeat customers by 30%.
- Monitored employee performance closely and gave regular feedback to help them improve their work.

Education

High School Diploma at Highland High School, NM

Aug 2012 - May 2017

I have learned to communicate effectively, to work independently and as part of a team, to be organized and to manage my time well.

Certificates

Certified Hotel Manager (CHM)

Dec 2020

Certified Hospitality Supervisor (CHS)

May 2019

Details

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Links

[linkedin.com/in/marlinkennamer](https://www.linkedin.com/in/marlinkennamer)

Skills

Communication

Customer service

Organization

Management

Leadership

Problem solving

Time management

Languages

English

Russian

Hobbies

Organizing social events for the community

Coaching a local youth sports team

Volunteering at the local animal shelter