

Aurie Morasch

Hotel Operations Manager

✉ aurie.morasch@gmail.com

☎ (222) 022-2190

📍 2302 S 3rd St, Renton, WA 98057

EDUCATION

Bachelor of Science in Hotel Administration at Washington State University

Aug 2012 - May 2017

Some skills I've learned are: time management, organization, leadership, teamwork, and customer service.

LINKS

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

SKILLS

Hotel Management

Customer Service

Hospitality Industry Knowledge

Employee Scheduling and Supervision

Financial Management

Inventory Control

Food and Beverage Operations

LANGUAGES

English

Bengali

HOBBIES

Organizing

Scheduling

Coordinating

PROFILE

I have over 5 years of experience in hotel operations management and am skilled in overseeing all aspects of a hotel's daily operations. I am an effective leader and have a proven track record in maximizing profitability, increasing guest satisfaction, and reducing operational costs. I possess excellent communication skills and am able to effectively manage staff at all levels.

EMPLOYMENT HISTORY

● Hotel Operations Manager at Hampton Inn, WA

Apr 2022 - Present

- Implemented new hiring procedures that reduced turnover by 25%.
- Developed and oversaw training program for all new hires which improved employee satisfaction scores by 15%.
- Led team of 50 employees in day-to-day operations.
- Negotiated with vendors to save the hotel 10% on supplies.
- Wrote and implemented Standard Operating Procedures for the front desk, housekeeping, and maintenance departments which led to a decrease in guest complaints by 20%.
- Created monthly reporting system to track departmental KPIs which resulted in more efficient use of resources and labor.

● Assistant Hotel Operations Manager at Marriott, WA

Jul 2017 - Feb 2022

- Led a team of 30 employees in the hotel operations department.
- Implemented new systems and procedures that increased efficiency by 15%.
- Decreased guest complaints by 20% through improved training and communication with staff.
- Successfully operated hotel during high-occupancy periods, averaging 95% occupancy rate.
- Worked closely with sales team to successfully increase revenue by 10%.
- Maximized profitability through effective cost control measures.

CERTIFICATES

Certified Hotel Administrator (CHA)

Nov 2020

Certified Hospitality Housekeeping Executive (CHHE)

Aug 2019

MEMBERSHIPS

American Hotel & Lodging Association

National Restaurant Association