



+1 234 567 89 10

michaelayres@gmail.com

Santa Monica, CA

EDUCATION

Bachelor of Science in Hospitality Management

University of California, Los Angeles, CA
2006 - 2010

Certified Hospitality Supervisor (CHS)

American Hotel and Lodging Educational Institute

- Renewed in 2024

Certified Hotel Administrator (CHA)

American Hotel and Lodging Educational Institute

- Valid till 2026

SKILLS

- Hotel Operations Management
- Budgeting and Financial Planning
- Staff Training and Development
- Guest Relations and Satisfaction
- Strategic Planning and Execution
- Marketing and Sales Strategies
- Problem Resolution
- Vendor Management

MICHAEL AYRES

RESORT HOTEL MANAGER

PROFESSIONAL SUMMARY

Results-driven Resort Hotel Manager with over 14 years of experience in luxury hospitality management. Proven track record of enhancing guest satisfaction, driving revenue growth, and leading high-performing teams in resort environments. Adept at strategic planning, budget management, and implementing innovative solutions to elevate guest experiences.

EXPERIENCE

- June 2018 - Now

Resort Hotel Manager

Sunset Paradise Resort / Santa Monica, CA

- Oversee daily operations of a 200-room luxury resort, including guest services, housekeeping, and food and beverage operations.
- Implement a new guest feedback system, increasing guest satisfaction scores by 15% within the first year.
- Manage an annual budget of million, achieving cost savings of 10% through effective resource allocation and vendor negotiation.
- Train and supervise a team of 50+ staff members, resulting in a 25% reduction in staff turnover through enhanced training programs and employee engagement initiatives.

- March 2014 - May 2018

Assistant Resort Manager

Seaside Elegance Hotel / Laguna Beach, CA

- Assisted in managing day-to-day operations of a 150-room resort, including guest relations, event coordination, and facility maintenance.
- Developed and implemented a guest loyalty program that boosted repeat bookings by 30%.
- Conducted regular staff meetings and performance reviews, contributing to a 15% improvement in team productivity.

- July 2010 - February 2014

Guest Services Supervisor

Coastal Retreat Inn. / Malibu, CA

- Supervised front desk operations and guest services for a 100-room boutique hotel.
- Implemented a streamlined check-in/check-out process, reducing guest wait times by 25%.