

**JENIFFER KENDALL**

**GENERAL MANAGER/ HOTEL MANAGEMENT**

**Location** 123 Elm Street, Orlando, FL 32817 | **Email** [jkendall@notmail.com](mailto:jkendall@notmail.com)

**Telephone** 02 3333 4444 | **Mobile** 555 555 5555

### **PROFESSIONAL PROFILE**

A general manager with in-depth experience and expertise in hotel management, food and beverage operations, vendor relations, profit and loss management and guest services operations. I have a long track record which proves my background capabilities in improving operational turnaround in various hotels. Recognized as an efficient manager and team player who generates significant growth in hotel revenue and effectively motivates personnel to provide superior customer service, which in turn has a profound effect on productivity.

### **CAREER HIGHLIGHTS**

**ABC Hotel, Orlando, FL**

, *General Manager*

2009 to Present

### **RESPONSIBILITIES**

- Held full P&L responsibilities as a General Manager.
- Oversaw the scheduling, hiring, as well as all training operations.
- Supervised the management of hotel housekeeping, and the maintenance of the entire front office space, reservations, sales/marketing, banquets, security, and building/grounds in all four locations.
- Was given the full responsibility to oversee the staff as well as an additional 20 employees.

### **ACCOMPLISHMENTS**

- Strengthened quality performance levels across the properties of the hotels which had a profound and direct effect on the status of the company by 10% and triggered an overall performance score increment of 91%, surpassing the company average of 55%.
- Spearheaded the strategic business partnership with Gold's Gym with the sole purpose of meeting customer expectations, to provide value-added benefits, and increase the overall company profits.
- Earned the recognition of senior management on a consistent basis as a result of an excellent performance.
- Conceptualized and implemented a Disaster Help Program for individuals and families in need of immediate disaster relief assistance.

### **FGH Hotel, Branson, MO , Assistant Manager**

2006 to 2009

### RESPONSIBILITIES

- Tasked with performing general assistant manager responsibilities, which included housekeeping, maintenance, and operational functions for a 4,000-seat live performance auditorium featuring Broadway productions, concerts, and plays.

### ACCOMPLISHMENTS

- Received rapid promotion through increasingly more complex roles that included Housekeeping, Security Assistant, Lead Usher, and Assistant Manager.
- Achieved a flawless track record in front of house, auditorium lobby, restrooms and concession operations, and managed all customer service functions.

### **IJK Hotel, St. Louis, MO**

, *Intern*

2003 to 2006

### RESPONSIBILITIES

- As an intern, I gained hands-on knowledge and experience in [front desk](#), housekeeping, security, restaurant, laundry, and engineering operations.

**LMN Hotel, Branson, MO**

*, Front Desk Attendant*

2001 to 2003

### **RESPONSIBILITIES**

- Performed a wide variety of jobs and tasks, which included front desk/reservations, concierge responsibilities, PBX, banquet houseman duties, and banquet serving on behalf of full-service hotel and restaurant with banquet facilities.

### **EDUCATION & QUALIFICATIONS**

**Southwest Missouri State University, Springfield MO**

*Bachelors of Science in Hospitality and Restaurant Administration*

**Class of 2001**

Bachelors of Science in Hospitality and Restaurant Administration at the Southwest Missouri State University, where I graduated with the highest honors.

### **CORE SKILLS**

- Outstanding leadership skills
- Excellent interpersonal and communication
- Team leadership and management
- Productive and capable in handling high-pressure situations

### **CERTIFICATES**

- ServeSafe Certification
- National Restaurant Association Educational Foundation
- Human Resources Certification
- Educational Institute of the American Hotel and Lodging Association

### **LANGUAGES**

Italian ? French ? German ? Japanese ? Chinese

### **HOBBIES & INTERESTS**

Cycling ? Swimming ? Vlogging ? Reading ? Travelling

### **INDUSTRY REFERENCES**

Jensen Reagan  
Manager

Tel: 0161 334 7672 | Email: [reagan@gmail.com](mailto:reagan@gmail.com)

Brian Michaels

Manager

Tel: 0236 625 7572 | Email: [brianmichaels@gmail.com](mailto:brianmichaels@gmail.com)