

Resume

Thomas H Applicant

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Objective: AGM for full service upscale hotel.

Benefit from my Rooms and F& B Director experience. Westin, Hilton, and Sheraton hotels from 178-330 rooms. Consistently lead market, exceed projections, come under budget and have extremely high guest service scores. Have promoted 11 managers and 23 hourly employees to line supervisors.

Experience:

12/12-Present: **F&B Director, Westin Hotel, Anyplace, USA.** (XYZ Management Group Ltd.) 330 rooms with 35,000 square feet of meeting space. F&B volume of \$10.2 MM. Exceeded revenue and profit goals 2013-2014. Highest F&B profit margin in company.

Key Accomplishments:

- Adjusted outlet menus and labor hours to maintain margins while increasing revenues 35% in 2 years. Adjusted banquet menus and portions to increase profit margins. Directly with sales and meeting planners to exceed expectations.
- Paired profitable wines with meals to increase dinner spend.
- Eliminated 5 management positions by dividing jobs and providing training to enable shift supervisors to take on more.
- Improved guest comment scores in F&B 8% 2013 and 7% more in 2014.
- Increased catering social business from local community by \$1 million.

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4/06–11/12

F&B Director, Hilton, someplace, USA 200 room hotel doing \$3.7 MM in F&B volume. 15,000 sq ft of meeting space. Increased F&B revenue at least \$300,000 each year

Key Accomplishments:

- Introduced new menus in outlet that streamlined food inventory, while creating fun, moderately priced entrees.
- Captured additional 11% of hotel guests for breakfast and 14% for dinner.
- Increased group F&B revenues, 11%, 14%, 17% and 13% year over year. Even through market downturn.
- Promoted EC to larger property in company and promoted Sous Chef to EC. Promoted 4 hourly employees to Cooks. Two of them are now Exec Sous Chefs.

4/06–3/08 Ass't F&B Dir. Hilton Someplace, USA.

Started cross-training, initially as Restaurant Manager. Promoted after 2 months to Ass't F&B Dir.

Key Accomplishments:

- Took lead role in developing budget and projections for following year.
- Coached by excellent F&B Director who taught me the finer points to successfully manage and build business in F&B.

7/03–4/06

FO Manager to Rooms Division Director, Sheraton Hotel, Someplace Else, WA. (ABC Management Co.)

Started as Front Office Manager and was promoted to Rooms Division Director Jan. 2005 at this 178 room hotel.

Key Accomplishments:

- Learned how to coach and mentor employees instead of directing them.



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- Trained employees and lead team in up-selling when in FO Manager position. Revenue from up-selling was increased 22%, an increase of \$201,000.
- Worked closely with Sales and F&B to help generate additional sales for those two Departments.
- Increased reservations for restaurant from Front Desk by \$4,200 per week last year in the position.
- ADR increased by \$7 last year. Commanded 117% of market share. Rooms profit percentage was highest in 10 year history of hotel.

6/01-7/03

Front Desk Clerk to FO Manager, Homewood Suites, Anyplace, USA. Started career on Front Desk, then rotated through Housekeeping and Sales. Promoted to FO Manager after one year.

Education:

Graduated from Tacoma Community College with AA Degree in June 1999

San Jose State University, San Jose, CA. BA Degree in Psychology with Business Minor. B average. Worked full time throughout college. Graduated June 2002.

Optional Sections:

Personal:

DOB 12/12/80. Married 9 years. One child. 5'7", 155#, Excellent health. Enjoy walking, reading, and working.

Professional Affiliations:

Military:

Skills:

Summary:

Why is this resume format effective?

It is based on studies of resumes of hospitality applicants who were interviewed and received job offers.

Format is reviewed quarterly.

Objective: Clearly states position desired. Shows quality level of experience by listing hotel brands. Indicates upward progression by showing room sizes. Indicates understanding of revenues and budgets and ability to develop people.

In reality, this has combined an Objective with a Summary. Since it only takes 4 lines, there is no need to separate into two sections.

Words in this Objective get the attention of the person reading the resume.

Experience: Resume goes immediately from Objective to Experience. That's what a prospective employer wants to know next.

First paragraph for each position listed identifies the position, name, location and size of hotel, plus name of management company, if there is one.

Then a revenue and the bottom line that resulted in this position.

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Note the information about the hotel or company is very short and concise.

Next are **Key Accomplishments.**

- o Keep each accomplishment short.

- o Separate each accomplishment by a line.
- o Potential employers rarely spend more than 10–20 seconds on a resume the first time through. Think about your own experience with a stack of resumes. The first step is sorting the resumes into those that will be read carefully and those that will probably never be looked at again.

Short statements and lots of white space enable people to instantly see the most important points in your resume. All they have to see are 3–4 to know this resume deserves careful reading.

- o Remember, the objective of your resume is to get the employer to pick up the phone and call you. Make it easy for them by surrounding each piece of key information with white space. This sample resume could easily be shortened to 2 pages, but it would not be as easy to read.
- o Easy to read, is more important than the length of the resume.

Last is **Education**

Optional Sections

There are several sections of a resume that are optional.

Should you include **Personal** information? That's up to you. Human beings, by nature are curious. Potential employers often like to talk about your hobbies, especially if the interviewer enjoys the same activities. Or your families, etc.

How about **Professional or Civic Affiliations**? Fine to mention as long as there are not too many. When an employer sees a long list of current affiliations, the employer can't help but wonder when the person has time to do their job.

Employers want to see candidates that know how to balance their lives.

When you list Professional or Civic Affiliations, quantify how you used those organizations to generate business for your hotel.

Military experience certainly demonstrates commitment to our country. **Peace Corp experience**, or similar experience demonstrates commitment to mankind.

Skills. Few years ago, listing skills was all the rage as employers tried to use computer systems to think for them. Employers quickly found that does not work. **Employers are much more interested in how people apply skills.** Great majority of



employers tell us they skip over the Skills section in resumes. That means that if you include Skills you want it at the end of your resume.

Summary. Again, employers tell us they skip Summary's. Why? Majority of Summary sections don't provide employers meaningful information.

Skills and summary sections talk about "what" people do. Every F&B Director does the same things, so does every Rooms Division Manager, DOS, etc.

Employers want to know "how" you do things. Stated with quantifiable facts employers can see how you are different from the hundreds of other resumes they see. The difference between you and someone else is what's important.