

Shu Hawker

Assistant Front Office Manager

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📍 1234 Evergreen Lane, Spokane, WA 99201

EDUCATION

Bachelor of Business Administration in Hospitality Management at Washington State University, Pullman, WA
Aug 2017 - May 2021
Relevant Coursework: Hospitality Operations Management, Food and Beverage Management, Event Planning, Marketing and Sales, Strategic Management, Human Resource Management, Financial Management, Customer Service, and Global Tourism.

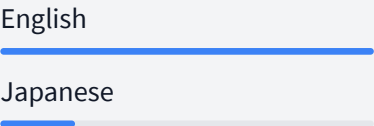
LINKS

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

SKILLS



LANGUAGES



HOBBIES

PROFILE

Results-driven Assistant Front Office Manager with 2 years of experience in providing exceptional guest services, streamlining front office operations, and effectively managing team members. Demonstrated ability to optimize guest satisfaction while maintaining cost-efficiency and maximizing revenue. Skilled in staff training, performance management, and problem-solving to ensure a smooth, efficient, and welcoming environment for both guests and employees. Seeking to leverage expertise and strong leadership skills to contribute to a hotel's success and growth.

EMPLOYMENT HISTORY

- Assistant Front Office Manager at Hyatt Regency Bellevue, WA**
Feb 2023 - Present
 - Successfully increased overall guest satisfaction scores by 15% within one year by implementing new training programs and streamlining front desk processes, leading to a more efficient and welcoming guest experience.
 - Managed a team of 10 front desk associates, resulting in a 20% reduction in employee turnover through effective communication, regular performance evaluations, and targeted professional development opportunities.
 - Spearheaded a project to upgrade the hotel's property management system, which improved reservation accuracy by 25% and reduced check-in wait times by 30%, significantly enhancing the overall guest experience.
- Front Office Supervisor at The Westin Seattle, WA**
Sep 2021 - Jan 2023
 - Successfully managed a team of 15 front office staff, achieving a 20% increase in overall guest satisfaction ratings within one year.
 - Streamlined check-in and check-out processes, reducing average wait times by 30% and contributing to a 25% increase in positive customer feedback.
 - Implemented a new training program for front office employees, resulting in a 40% decrease in staff turnover and saving the hotel \$50,000 in recruitment and onboarding costs.

CERTIFICATES

Certified Front Office Manager (CFOM)
Sep 2021

Hospitality Management Professional Certification (HMPC)
Dec 2019

MEMBERSHIPS

- International Association of Administrative Professionals (IAAP)
- Hotel Sales and Marketing Association International (HSMAI)