



Verda Dibitto

Hotel General Manager

A results-driven Hotel General Manager with 5 years of experience in delivering exceptional guest experiences and driving operational excellence. Proven ability to lead and motivate cross-functional teams to maximize revenue, reduce costs, and enhance overall hotel performance. Skilled in strategic planning, budget management, and staff development, consistently achieving and surpassing company goals. Adept at fostering a customer-centric culture to ensure memorable stays and build lasting client relationships.

verda.dibitto@gmail.com 

(103) 405-2804 

1234 Maple Street, Milwaukee, WI 53202 

Education

Bachelor of Science in Hospitality Management at University of Wisconsin-Stout, Menomonie, WI

Sep 2014 - May 2018

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Human Resources, Marketing, Customer Service, Financial Analysis, and Facilities Management.

Links

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

Skills

Budgeting



Staff Training



Conflict Resolution



Customer Service



Marketing Strategy



Inventory Management



Property Maintenance



Employment History

Hotel General Manager at Kalahari Resorts & Conventions, WI

Apr 2023 - Present

- Successfully increased annual revenue by 15% (\$8 million) over a three-year period, by implementing innovative marketing strategies and enhancing guest experiences at Kalahari Resorts & Conventions, WI.
- Achieved a 25% reduction in employee turnover within two years, by introducing comprehensive training programs, improving staff engagement, and creating a positive work culture, resulting in higher guest satisfaction and increased staff retention.
- Boosted group sales by 18% (\$4 million) within three years, through targeted sales initiatives, strategic partnerships, and exceptional event planning, positioning Kalahari Resorts & Conventions, WI as a premier destination for conferences and events.
- Enhanced overall guest satisfaction by 20% within two years, as measured by online reviews and guest surveys, by focusing on continuous improvement in service quality, facility upgrades, and the implementation of guest feedback.

Assistant Hotel General Manager at The Pfister Hotel, WI

Sep 2018 - Feb 2023

- Successfully increased overall guest satisfaction scores by 15% within one year by implementing effective staff training programs, enhancing communication, and streamlining processes at The Pfister Hotel, WI.
- Decreased staff turnover rate by 20% in two years through the development and execution of employee engagement initiatives, competitive compensation packages, and opportunities for career advancement at The Pfister Hotel, WI.
- Boosted annual revenue by 10% (\$1.2 million) over a three-year period by driving sales strategies, optimizing room rates, and creating attractive packages to enhance guest experiences at The Pfister Hotel, WI.
- Reduced operational costs by 8% (\$300,000) annually by identifying inefficiencies, negotiating with vendors, and implementing sustainable practices across various departments at The Pfister Hotel, WI.

Certificates

Certified Hotel Administrator (CHA)

Oct 2021