



Anthony Lewis

Hospitality Hotel

CONTACT INFORMATION



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Charleston, SC 12345

EDUCATION

B.S. Hospitality Management, College of Charleston, 2017

Front Office Supervisor Training, American Hotel and Lodging Educational Institute, 2020

KEY SKILLS

- Opera property management system
- Cloudbeds
- Salesforce for Hospitality
- Group block management
- Overbooking and walk recovery
- Night audit
- Marriott Bonvoy and Hilton Honors platforms
- Staff scheduling (Hotstats, Kronos)
- Guest recovery scripting
- Conversational Spanish

ABOUT ME

Front office manager with seven years across boutique and full-service hotels. Known for calm handling of overbookings, tight coordination with housekeeping, and steady guest-satisfaction scores through renovation seasons and staff turnover.

PROFESSIONAL EXPERIENCE

Front Office Manager I 2021 - Present

Palmetto Harbor Hotel, Charleston, SC

- Run daily operations for a 214-room independent property with 18 front desk and bell staff across three shifts.
- Raised TripAdvisor rating from 4.1 to 4.6 over 14 months by rebuilding the arrival script and follow-up text message process.
- Cut average check-in time to just under three minutes by pre-keying VIP arrivals and moving group check-ins to a side desk.
- Handle walked-guest recovery personally on sold-out nights, keeping rebooking cost below the corporate benchmark most weekends.
- Coach two supervisors through their first year, including performance recovery for one team lead who is now shift manager.

Assistant Front Office Manager I 2019 - 2021

Battery Row Inn, Savannah, GA

- Supported a 96-room boutique through a full property system migration from Opera to Cloudbeds with no revenue day lost.
- Ran nightly audit on weekends and trained four new night auditors on rate integrity and no-show billing.
- Owned the loyalty enrollment push that added roughly 1,800 members in year one, tied to a small at-check-in incentive.
- Drafted the SOP for after-hours ADA accommodations still used by the property today.

Guest Services Agent I 2017 - 2019

Azalea Court Suites, Greenville, SC

- Checked in 80 to 120 guests per shift during peak festival weekends.
- Cross-trained in concierge, switchboard, and reservations to cover call-outs across three departments.
- Recognized as Employee of the Quarter twice for guest recovery scores.