



Bongani Kerr

Assistant Hotel Manager

Hospitality professional with 2 years of experience supervising front-desk and housekeeping teams at select-service properties, using Hotel PMS Software and Microsoft Excel for scheduling, reservation processing, and budget monitoring. Raised a property's guest satisfaction score from 87.8% to 93.9% by introducing a pre-arrival confirmation call process, while helping hold departmental spending within \$1,510 of the monthly target through quarterly budget reviews and room-rate adjustments.

CONTACT INFORMATION



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Sturgeon Bay, WI 12345

KEY SKILLS

- Hotel PMS Software
- Microsoft Excel
- Guest Relations
- Staff Scheduling
- Revenue Management
- Room Rate Strategy
- Budget Monitoring
- Reservation Processing
- ADA Compliance

Professional Experience

ASSISTANT HOTEL MANAGER | DOOR COUNTY LAKESIDE INN, STURGEON BAY, WI

2025 - PRESENT

- Serve an average of 143 guests daily by overseeing check-in and check-out workflows, coordinating housekeeping turnover, and fielding walk-in requests at a 112-room select-service property.
- Supervise a team of 18 staff members across housekeeping and guest services, building weekly schedules in Hotel PMS software and covering 3 shift rotations.
- Raised the property's guest satisfaction score from 87.8% to 93.9% within 8 months by introducing a pre-arrival confirmation call process.
- Participate in quarterly budget reviews and room-rate adjustments using Microsoft Excel, helping hold departmental spending within \$1,510 of the monthly target.

GUEST SERVICES AGENT | PENINSULA HARBOR LODGE, FISH CREEK, WI

2024 - 2025

- Processed advance registration payments and mailed confirmation letters for an average of 74 reservations per day, reducing booking errors from 11 to 4 per week.
- Trained 9 newly hired associates on property procedures and PMS workflows, shortening the learning curve from 13 days to 8 days per hire.
- Assisted the hotel manager in supervising 15 associates during evening and weekend shifts, maintaining a guest satisfaction score of 90.4% across peak summer season.

Education

- B.S. in Hotel, Restaurant & Tourism Management
University of Wisconsin-Stout, Menomonie, WI | 2020 - 2024