



Ida Zielinski

General Manager

Certified Hotel Administrator with 12 years of experience managing full-service hotel operations, vendor contracts, and capital renovation projects. Resolved guest complaints at a 97.35% rate by implementing a tiered escalation protocol and tracking each case from intake to follow-up in Hotel PMS software, while directing a lobby and corridor renovation project with a \$743,000 budget that finished 9 days ahead of the contractor deadline.

CONTACT INFORMATION



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Eufaula, AL 12345

EDUCATION

- BS IN HOSPITALITY MANAGEMENT
I AUBURN UNIVERSITY, AUBURN,
AL I 2010 - 2014

KEY SKILLS

- Hotel PMS software
- P&L Management
- Revenue Forecasting
- Microsoft Excel
- Vendor Negotiation
- Staff Scheduling
- Complaint Resolution
- Capital Project Planning
- Brand Standards Compliance
- ServSafe Food Safety

PROFESSIONAL EXPERIENCE

GENERAL MANAGER I MAGNOLIA BEND HOSPITALITY GROUP, EUFAULA, AL I 2020 - PRESENT

- Delivered 26 training sessions on brand standards, front-desk procedures, and complaint de-escalation over 12 months, covering all department leads and line staff across a 196-room full-service property.
- Resolved guest complaints at a 97.35% rate by implementing a tiered escalation protocol and tracking each case from intake to follow-up in Hotel PMS software.
- Directed a lobby and corridor renovation project with a \$743,000 budget, completing the work 9 days ahead of the contractor deadline.
- Purchased supplies and negotiated vendor contracts for laundry, maintenance, and trash collection, cutting quarterly supply costs by \$16,730.

HOTEL MANAGER I CHEWACLA CREEK LODGE, AUBURN, AL I 2017 - 2020

- Led 14 training sessions per year on check-in workflows, safety protocols, and upselling techniques for a staff of 34 front-desk and housekeeping associates.
- Oversaw a guest-room refresh project budgeted at \$327,400, replacing furniture and fixtures in 47 rooms within a 6-week window.
- Greeted and registered arrivals, resolving an average of 23 guest complaints per month with documented follow-up within 24 hours.
- Coordinated front-office activities including night audit, concierge, and bell services across 2 shift rotations using Hotel PMS software and Microsoft Excel.

FRONT OFFICE MANAGER I WIREGRASS HOSPITALITY PARTNERS, DOTHAN, AL I 2014 - 2017

- Delivered 8 training sessions each quarter on complaint handling and service recovery, equipping 19 front-desk agents with scripts that raised the monthly guest complaint resolution rate from 88.6% to 97.19%.
- Resolved an average of 17 guest complaints per week by coaching agents on active-listening techniques and logging each case through resolution in Hotel PMS software.
- Arranged outside services for deliveries, laundry pickup, and on-call maintenance, keeping response time for after-hours requests under 22 minutes.

CERTIFICATIONS

- Certified Hotel Administrator, American Hotel & Lodging Educational Institute
| 2018