



Amir Baptiste

Hotel Manager

Hospitality professional with 6 years of experience managing hotel operations, staff retention, and health and safety compliance, holding a ServSafe Food Protection Manager Certification. Raised a property's health and safety inspection score from 88 to 97.46 out of 100 by overhauling sanitation checklists, PPE compliance logs, and fire-safety drills. Skilled in Hotel PMS software, P&L analysis, loyalty program administration, and cross-department coordination.

CONTACT INFORMATION

-  (307) 555-0125
-  amir.baptiste@example.com
-  Thermopolis, WY 12345

EDUCATION

Minor, Hospitality Business Management
University of Wyoming, Laramie, WY
2016 - 2020

KEY SKILLS

- Hotel PMS software
- Microsoft Excel
- P&L analysis
- Health and safety compliance
- ServSafe food safety compliance
- Staff scheduling and retention
- Loyalty program administration
- Interviewing and hiring
- Cross-department coordination
- KPI tracking

PROFESSIONAL EXPERIENCE

Hotel Manager | Paintrock Creek Hospitality LLC, Thermopolis, WY
2023 - Present

- Raised the property's health and safety inspection score from 88 to 97.46 out of 100 by overhauling kitchen sanitation checklists, PPE compliance logs, and quarterly fire-safety drills.
- Grew loyalty program membership by 1,347 new enrollments in 12 months by coaching front-desk staff on sign-up scripts and adding a tablet-based registration kiosk.
- Reduced annual employee turnover from 48 to 29 departures by revising the interview process, adding 90-day check-ins, and adjusting shift scheduling based on staff feedback.
- Conferred with food and beverage, housekeeping, and maintenance managers during daily 15-minute stand-ups to align priorities and resolve cross-department issues before guest impact.

Assistant Hotel Manager | Shoshone River Lodge Group, Cody, WY
2021 - 2023

- Drove loyalty program sign-ups by 814 members over 9 months by integrating enrollment prompts into the Hotel PMS software check-in workflow.
- Cut employee turnover by 13 positions year over year through structured exit interviews and a peer-mentoring program for new hires in their first 60 days.
- Monitored staff adherence to health and safety regulations by conducting biweekly walkthroughs, maintaining an internal audit score of 94 out of 100.
- Interviewed and screened 73 applicants across front-desk, housekeeping, and maintenance roles over 18 months, filling open positions in an average of 11 days.

Front Desk Supervisor | Bighorn Crest Inn, Worland, WY
2020 - 2021

- Observed and coached a front-desk team of 8 agents on ServSafe and property safety protocols, helping the location pass its annual health inspection with a score of 93 out of 100.
- Enrolled 419 new loyalty program members in 6 months by prompting sign-ups during check-in and distributing benefit cards at the concierge desk.
- Coordinated with the housekeeping manager each morning to align room-status updates in Hotel PMS software, reducing status discrepancies from 17 to 4 per week.

CERTIFICATIONS

- ServSafe Food Protection Manager Certification, National Restaurant Association | 2021