

## **Galen G. Gordon**

Cincinnati, Ohio

### **HOTEL MANAGER**

**OBJECTIVE** -- Looking forward to joining a respected organization with a Hotel Management position to ensure customers enjoy quality service and satisfaction in all aspects.

Immediate value and skills offered include:

- Leadership | Creativity | Attention to details
- Excellent communication and customer handling skills
- Great interpersonal and management skills – Ability to adjust in dynamic environment

#### ***Team Leadership:***

- Supervised hotel teams in performing different operations speedily and efficiently.
- Prepared work schedule and allocated responsibility to staff as per direction.
- Supervised front office functions of hotel such as receiving and handling guests.

#### ***Achievements:***

- Regional Tourism Network - Rose Award finalist, 2010
- Hilton Netherland Plaza - Employee of the Month, 2011
- Regional Tourism Network - Rose Award recipient, 2012
- Hilton Worldwide - Spirit Award Finalist, 2012
- Hilton Netherland Plaza - Manager of the Quarter, Spring 2013
- Regional Tourism Network - Hospitality Hall of Fame, 2013

### **WORK EXPERIENCE**

**HILTON CINCINNATI NETHERLAND PLAZA**, Cincinnati (June 2008-Present). Assistant Front Office Manager. Responsible for leading a team of WoWers and ensuring we exceed guest expectations. Our team welcomes business travelers and tourists to the Hilton and the City of Cincinnati while working to ensure a hospitable and stress free environment during their stay.

**SIBCY CLINE REALTORS**, Cincinnati (October 2001-September 2010). Full Time Sales Professional. Covering Southwest Ohio. Sibcy Cline Top Sales Club 2006, 2007. Clinton County President Sales Club 2006, 2007. Ohio Association of Realtors President Sales Club 2007.