
Andre Donley



PERSONAL SUMMARY

I have the ability and perspective needed to be successful at the top level of any organization. I use a model of supportive and participatory leadership to promote the concepts of team building and empowerment within a company. During my career, I have gained experience in various areas and now I have knowledge of operations that are critical to an organization's success. My key strengths lie in my ability to maximize the profits of any company, launch inventive business strategies and inspire individuals with whom I work.

PROFESSIONAL SUMMARY

I am a Resourceful General Manager driven to boost revenue through innovative management techniques. Organized and diligent, with excellent written, oral, and interpersonal communication skills. I am Successful in building and motivating teams.

Highlight of Qualification:

Ability to develop and implement operational procedures.
Ability to influence the behaviors of others to achieve goals and get things done.
Able to build and capitalize on a wide network of contacts.
Can grow existing revenue streams and develop new ones.
Passionate about customer service.
Understanding of organizational structures.
Accustomed to working with senior management.
Able to communicate and present confidently, clearly and expressively.
A passion for excellence.
Ability to create new ideas for generating revenue and business opportunities.
Resilient when faced with setbacks.

AREA OF EXPERTISE

- Business Operations
- Team Building
- Budgetary Control
- Employee Relations
- Managing complexity
- Strategic Decision Making
- Documentation skills
- Account management
- Vendor negotiations
- Staff development
- Supply chain management
- Business partnerships
- Logistics planning
- Guest satisfaction
- Financial performance
- Marketing strategies
- People development

CAREER OBJECTIVE

Searching for a General Manager position with a company that is looking for a dynamic and ambitious person to use effective communication skills to increase productivity and enhance revenue.

PROFESSIONAL EXPERIENCE

MARRIOTT COURTYARD LOUISVILLE DOWNTOWN

General Manager

2019 - Present

- Responsible for managing all sources of revenue including the rooms, housekeeping, food and beverage, engineering, and other departments.
- Ensure all departments are profitable.
- Achieve budgeted revenue and profit goals.
- Understand key accounts and profit base.
- Ensure all policies and procedures are being adhered to.
- Maintain standards and service to ensure guest satisfaction.
- Hire train motivate staff to deliver exceptional service.
- Grow Rev-Par and increase market share YOY.

Staybridge Suites Louisville East

General Manager

2017 - 2019

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- Hire train motivate staff to deliver exceptional service.

MARRIOTT COURTYARD LOUISVILLE DOWNTOWN

2011 - 2017

Assistant General Manager

- Responsible for supporting the General Manager in the overall success of the hotel: sales, business development, strategic planning, operations management, and relationship management.
- Monitor and ensure guests are provided with courteous, efficient, and friendly service.
- Consistently meet and exceed revenue expectations and profit margin goals.
- Manage, motivate, and assure all hotel staff is thoroughly and expertly trained, in all areas to the highest standards required by the company to deliver superior guest service.
- Observe and monitor performance to ensure efficient operations and adherence to facility's policies and procedures.

MARRIOTT COURTYARD LOUISVILLE EAST, Louisville, KY

2010 - 2011

Executive Housekeeper

Supervised housekeeping staff to enforce standards for, efficiency, cleanliness, and appearance. Planned and assigned all work of housekeeping associates. Provided and monitored individual guidance and motivation to employees.

- Established and maintained housekeeping scheduling procedures.
- Tracked team member's attendance in accordance with approved attendance-tracking system and ensured hours were correct. Checked payroll for errors, and processed weekly.
- Maintained quality and cleanliness to established standards for all guestrooms and public and employee areas.
- Ensured linens are cleaned and par levels maintained by laundry staff.
- Inspected guest rooms, public areas, pool, etc. after being cleaning to ensure quality standards.
- Maintained inventory and order supplies as needed

RENAISSANCE GRAND HOTEL ST. LOUIS, St. Louis, Mo

2007 - 2010

Laundry Manager

Effectively managed the laundry operations, in a 1,073 room convention hotel. Managed staff and assured that all rooms linen, guest clothing, and employee uniforms are cleaned timely and cost-efficiently. I developed daily production schedules, coordinating linen, uniform and supplies inventories. Monitored and controlled all expenses and maintenance costs and assured that financial goals were being met.

- Organized and prioritized workloads to maximum efficiency; scheduled 23 employees over 2 shifts including the uniform room.
- Oversaw all aspects of the laundry department including interviewing and training of staff; hired, counseled and disciplined associates as needed.
- Managed and processed weekly payroll including overtime to ensure department operated within allowed budget and that hour were accurate and resolved any errors.
- Maintained accurate inventory and ordered supplies as needed.
- Ensured linens for all departments were cleaned and folded to standards.
- Build and strengthen relationships with all internal personnel and management.

RENAISSANCE ST. Louis SUITES HOTEL, St. Louis, Mo

2005 - 2007

Assistant Housekeeping Manager

Assisted in supervising all housekeeping operations, also Maintained complete knowledge of and complied with all departmental policies, service procedures, and standards.

- Supervised the work activities of the Housekeeping staff including room inspectors.
- Collaborated with senior management in ensuring department operated within allowed budget.
- Coordinated staff to inspect guestrooms, and assigned areas to ensure standards are met.
- Assigned teams to sections, and created schedules for day-to-day operations.
- Assisted with the screening and selection of new staff, provided training to all housekeeping staff as applicable, and ensured disciplinary procedures were followed.

RENAISSANCE ST. Louis SUITES HOTEL, St. Louis, Mo

2004 - 2005

Night Auditor

Responsible for all Front Desk night audit operations. Build a rapport with customers through effective and precise communication.

- Effectively handled the check-in and checkout processes, according to hotel procedures and standards.
- Handled guest issues and complaints effectively, used discretion and professionalism.
- Control and secure cash and cash equivalents according to cash handling policy and procedures.
- Prepare daily report data and deliver to the management team.
- Prepare and maintain guest services for next day.