
LESLI SCHAFFER

HOSPITALITY MANAGEMENT



PROFESSIONAL SUMMARY

Quality-oriented professional with demonstrated skills in hospitality sales and management, business development, and client relations Summary of Qualifications Promoted quality training and professional development of sales and management staff. Attentive to detail and client satisfaction. Excellent interpersonal communication and leadership skills; interact with staff at all levels. Able to work independently or in team environments. Outstanding problem and listening skills, which allow for a highly effective consultative selling style. Results-oriented; consistently exceed goals in rapidly changing and highly competitive environment.

WORK HISTORY

General Manager, 07/2016 - Current

Aloft Louisville East

- Opening General Manager for the Aloft Louisville East (promotion with CRM Management, whom I have been with since 2013)
- Lead and Manage 40+ employees
- Daily/weekly/monthly reports for franchise as well as management company
- Order all inventory and supplies (Also did the opening order as well)
- Recruiting, training, and supervising staff
- Customer Service training 2 times a year
- Planning budgets, setting sales targets and managing accounts
- Deal with all customer complaints and any other problems within the hotel
- Making sure that the hotel meets healthy, safety and security regulations and licensing laws
- As well as meeting brand standards

Achievements:

- *Received the GSS Marriott award 6 years in a row based on guest experience (2018, 2019, 2020, 2021, 2022, 2023). Ward is given to the top 10 Alofts in the United States.*
- *I have won guest review awards from Booking.com and hotels.com every year since the hotel opened in 2017.*
- *2 years in a row have won the top 8 unique hotels in Louisville (2021 & 2022)*
- *Travel and Hospitality award for #1 hotel in Kentucky for 2022 (the Aloft hotel will be featured in the Travel & Hospitality Awards magazine next year)*

- In 8 years I have never gotten below a 90% on the Marriott audit, 92% or higher on health inspections, and 100% on F&B health inspections

General Manager, 12/2013 - 07/2016

Inn On Broadway

- Lead and manage 12 employees
- Responsible for maximizing revenues and flow through to meet or exceed budget
- Monitor collection of in-house guest balances, direct bill, and commission payments to vendors
- Order all inventory and supplies
- Manage all sales activities of the property and meet revenue objective
- Identifies and seeks potential business in the market
- Ensures that all guest related issues are resolved
- Recruits qualified applicants, manage employee personal forms, including hiring, training, evaluations, and payroll
- Motivate and give direction to all employees
- Inspect and document repairs and cleanliness of property
- Provide backup duties as needed including front desk, and housekeeping

Business Transient Sales Manager, 04/2009 - 12/2013

Crowne Plaza

- Company Overview: Campbell House
- Entertain clients, and give tours of the hotel on a daily basis
- Generated leads by cold calling, and phone soliciting
- Built relationships with existing and potential clients
- Followed up sales and customer service
- Achievements: Over exceeded expectations by selling more than my quota every month
- Campbell House

Sales Manager, 02/2007 - 04/2009

Hilton Suites Lexington Green

- Specialized in the SMERF, Associations, and Corporate Markets
- Entertained clients, and gave tours of the hotel on a daily basis
- Generated leads by cold calling, and phone soliciting
- Built relationships with existing and potential clients
- Followed up sales and customer service
- Marketing the Hilton's name by producing sales presentations to prospective clients
- Achievements: Over exceeded expectations by selling more than my quota every month

Sales Manager, 11/2004 - 02/2007

Holiday Inn Lexington North

- Specialized in selling to the University of Kentucky, Associations and Corporate Markets
- Generated leads by cold calling, and phone soliciting
- Built relationships with existing and potential clients
- Followed up sales and customer service
- Marketing the Holiday Inn's Name by producing sales presentations to prospective clients
- Achievements: Over exceeded expectations by meeting my quota every quarter

EDUCATION

Bachelor of Business Administration: 01/2003

Midway College

SKILLS

Microsoft PowerPoint

Microsoft Excel

Microsoft Word

Lightspeed

OPERA

Delphi

Quickbooks