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## OBJECTIVE

A position as part of a professional team that will utilize and expand my skills.

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## EXPERIENCE

### ABC Company

August 2010 – present

*Hotel Sales Manager*

- Sell hotel guestrooms groups, catering services, and banquet facilities through direct client contact to maximize total rooms revenues and profits.
- Establish client base of organizations, associations, social, and corporate businesses through direct outside and inside sales effort for the purpose of securing business for the hotel to ensure that predetermined sales expectations are met and exceeded.
- Develop and maintain relationships with key clients in order to produce group business
- Negotiate guest room rates, meeting room rental, function space, and hotel services within approved booking guidelines.
- Confirm in writing to the client all requirements via sales contract.
- Conduct tours of the hotel and banquet facilities; entertain qualified potential clients in accordance with company and property policies and procedures.
- Attend and represent ABC Hotels & Resorts, Inc. at trade shows such as NCBMP, RCMA, and FAE
- Respond quickly to guest requests in a friendly manner
- Follow up to ensure guest satisfaction

### XYZ Corporation

July 2009 – August 2010

*Hotel Sales Manager*

- Work with owner to increase hotel guest visits internationally having relationships with government and international travel agencies in Spanish, English, and Portuguese.
- In a virtual workplace environment, arrange personalized hotel and tour packages for guests in Spanish, English, and Portuguese, ready upon arrival planning with local companies using price negotiation and CRM methods.
- Created social media and updated hotel website to appeal to international clientele and gain hotel awareness using SEO methods and cultural sensitivity and knowledge.

### DEF, Incorporated

October 2007 – July 2009

*Hotel Sales Manager*

- Focused relationships with professional franchises.
- Consistently met and exceeded revenue and sales goals on a regular basis. Period 5 and 6 Sales Champion exceeding goals by 367% and 3,196% respectively.
- Exceeded revenue goal in second month of employment by 164%. Continued this success in Periods 8 and 9 by exceeding goals by 208% and 285% respectively
- Achieved over 400% of YTD goals (Revenue & Units Sold) within first 9 months in new position
- Successfully shifted business from competitors to increase market share
- Secured position as Headquarter Hotel amongst citywide bidding process for Red Bull North America-2009 Air Races and 2009 NHL Stanley Cup Playoffs

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## SKILLS

- Computer literate in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe
- Ability to multi-task, excellent communication and organizational skills

- Bilingual in English and Vietnamese

## EDUCATION

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**New York University**

New York, NY

June 2008 – October 2008

*License of completion for esthetics*

**University of California**

San Diego, CA

September 2006 – September 2007

- Took Business courses

**New York High School**

New York, NY

September 2007 – June 2001

- Graduated as an Honor student

JeffTheCareerCoach.com