

Anthony Trotta

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Work Experience

General Manager (GM)

Best Western Plus - Palm Coast, FL
August 2020 to Present

Manage / direct renovations and brand change prior to grand opening.
Provide support, coordination and evaluation of team and progress.
Prepare, manage and optimize the operational budget for maximum profitability.
Understand and implement HR and regulatory agency requirements.
Establish and communicate goals, responsibilities and objectives.
Follow guest feedback and identify opportunities to enhance the guest experience.
Coordinate with ownership, marketing and department heads on upcoming revenue, events, issues or repairs.
Anticipate, identify and solve problems or conflicts with team and guests.
Expert in hospitality software - Visual Matrix, Medallia, Opera, OnQ, Citrix, Focus, Payroll.
Ensure quarterly reports / logs are accurate & complete.

Executive Housekeeping Manager

Holiday Inn IHG - Saint Augustine, FL
September 2019 to August 2020

Manage P&L for housekeeping department within annual / monthly budget.
Train / coach team members on cleanliness standards, practices and brand.
Order / track / store supplies for housekeeping department including linens, towels, chemicals, amenities & uniforms.
Forecast budget for department and property alongside AGM & GM.
Coordinate with property leaders & department heads on upcoming events, issues, repairs.

Housekeeping Supervisor

Wyndham Ocean Walk Resort - Daytona Beach, FL
September 2011 to August 2019

Order, inspection & control of department supplies, room inventory, linen & storage.
Oversee daily department operations.
Monitor & encourage team productivity.
Ensure room quality, inventory & amenities in accordance with company standards.
Budget for payroll / conduct employee reviews.
Scheduling, storage & disbursement of shipment orders.
Tour Reception
Working knowledge of resort software including CRS, Journey, Clover, Excel, Focus, Outlook etc.
Verify tour qualifications in accordance with guidelines.
Reconcile refunds / deposits daily.

Assign qualified tours to sales reps.
Verify time clock for reps for compliance.

Front Desk Supervisor

Hilton Daytona Ocean Walk - Daytona Beach, FL
November 2016 to September 2017

Oversee, train and assist team in daily operations.
Ensure reports, tasks & banks are properly balanced / completed every shift.
Solve guest or customer grievances / complaints.
Conduct employee reviews / encourage & motivate team productivity.
Hotel Software knowledge including Opera, OnQ, Citrix, Focus, Visual Matrix, Payroll.

Guest Service Agent

Wyndham Ocean Walk Resort - New York, NY
February 2013 to August 2013

Guest Service Agent

Knowledge of Resort software including OPERA, FOCUS, POWER POINT, EXCEL, OUTLOOK.
Assist guests with check in & check out.
Provide information regarding amenities, services, and local attractions.
Working knowledge of Resort policies, procedures and practices.
Ensure quality customer service and hospitality.
Cosmopolitan Hotel - New York, NY - February 2013 - 8/4/13
Guest Service Agent - 130 room historic Manhattan boutique hotel.
Knowledge of Hotel software including OPERA, OUTLOOK, VISION, EXCEL, FOCUS, etc.
Assist guests with check in & check out.
Provide information regarding amenities, services, and local events.
Ensure quality customer service and hospitality.
Cash counting/verification, bank balancing

Skills

- Hotel Management
- Housekeeping Management
- Profit & Loss
- Remodeling
- Team Building
- Budgeting
- Guest Services
- Property Management