

Tiffany A. Bell, CM

Tiffanybbell@aol.com | Mount Pleasant, SC 29464 | 843-991-7016

Hospitality General Manager

Accomplished, multi-faceted hotel management professional with 20 years of proven success, progressive leadership, and customer service roles. Employs decisive, team leadership strategic approaches to meet profitability and sales goals. Dedicated to mentoring and developing teams to maximize profits and exceed standards. Exceptional work ethic and value-add commitment to clients and organization.

Core Expertise

Property Management | Human Resources Management | Finance and Budget Management | Vendor and Supply Chain Management | Sales and Marketing | Team Leadership | Conference and Catering Services | Issue Resolution

Technical Expertise

Microsoft Office Suite | Adobe Acrobat | Aptech | Paychex

Professional Experience

General Manager

Best Western Patriots Point, Mount Pleasant, SC

(July 2004-Present)

General Manager delivering all aspects of daily operations of a 73-room property. Manage key property issues (including capital projects; customer service; refurbishment). Responsible for the measurement of guest service within assigned department(s) consistent with the company's core service standards and brand attributes.

- Monitor and maximize profits through cost and labor control.
- Develop and implement marketing strategies to increase revenue.
- Responsible for assessing staffing, conduct recruitment and retainage of all employees' departments of the hotel.
- Manage all elements of fiscal management, reconciliation of budgets.
 - Prepare and distribute sales forecasts and reports to reflect desired productivity targets.
 - Process accounts receivables and payroll.
- Procure and monitor inventory of supplies and equipment.
- Actively monitor and direct guest relations to ensure customer satisfaction. Establish a culture of continuous improvement to improve operational quality and team efficiency.
- Evaluate employee performance and provide feedback to improve productivity, recognizing positive performance.
- Conduct daily meetings with front desk and housekeeping personnel to discuss arrivals, departures, special logistics, and operational challenges.

Conference Service Coordinator

Holiday Inn Patriots Point, Mount Pleasant, SC

(August 1996–February 2005)

Conference Service Coordinator that executed assignments of the Sales Department. Participated in sales processes including, but not limited to booking events and managing room blocks.

- Responsible for contacting sales leads and answer inquiries.
- Prepared client proposals and contracts. Monitored and appended all contractual agreements for meeting space, food and beverage, and special concessions for meetings.
- Maintained strong client relations to ensure conference specifications were performed for successful meeting experience.
- Oversaw all details of catering functions.
- Provided onsite assistance at client functions and strived to exceed guests' expectations.

Education

A.A., Business Management

Trident Technical College

Certifications

Hotel Owner Certification–2007

General Manager Certification–2005

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