

# Jeremy W. Tucker

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## HIGHLIGHTS

- Over thirteen years of experience in the hospitality industry
- Over eight years of management experience.
- Extensive experience in working with diverse populations
- Excellent written and verbal communication skills

## ADMINISTRATION

- Supervised complete hotel operations and customer service in the absence of the General Manager and led as Assistant General Manager for all activities within the hotel
- Ensured effective security measures were in place and maintained through continuous training and development.
- Guaranteed compliance with licensing laws, health and safety and other statutory regulations.
- Planned and organized accommodation, catering and other hotel services
- Organized maintenance, supplies and furnishings to make certain that the hotels high quality standards were achieved
- Supervised the execution of all events and conferences, adapting arrangements as needed
- Engaged in the promotion and marketing of hotel properties
- Administered inspections of property and services, such as lock-out tag out and chemical inspections
- Coordinated scheduling for hotel staff of 20 to 60

## FISCAL MANAGEMENT

- Helped develop multi-million dollar budgets and financial plans to fit annual goals
- Maintained statistical and financial records as well as adjusted the financial plans appropriately to reach annual goals
- Continuously met and exceeded profit targets within constraints of the annual budget
- Analyzed financial data, examining monthly, quarterly, and annual goals.
- Advised owners regarding the health and status of the business.
- Suggested changes based on financial analysis to both administration of personnel and the general hotel operations.

## PERSONNEL

- Participated in recruitment and placement of hundreds of staff members at five hotels
- Outlined operational goals for each department head and ensured that proper resources were made available.
- Provided leadership, counsel and support for 20 to 60 team members.
- Trained all hotel employees utilizing video, workshops, and one on one technique to ensure that customer service remained a top priority, operational standards were met, and to enforce the importance of security measures in protecting customer identity.

## ACHIEVEMENTS

- **New Property of the Year for Carlson Hospitality (2003):** Successfully designed and implemented systems to streamline office procedures, which lead to an increase in productivity and customer service.
- **Marriott International Customer Service Awards (2006 & 2007)** Teamed with a management team and staff that generated such high customer service it resulted in 18 Customer service Awards from Marriott International including Highest Guest Satisfaction for two years in the Towne Place Suites Brand

## COMPUTER SKILLS

Advanced understanding of Microsoft Office including: Word, Excel, Outlook, Publisher, Access, the Internet & knowledgeable in Windows and Macintosh operating systems. Adobe Acrobat Professional 8. Working knowledge of payroll systems such as ADP software and Quicken.

## WORK HISTORY

**Front Office Manager**  
**Operations Manager**  
**Accounting Tech**  
**Assistant Manager**  
**Assistant General Manager**  
**Assistant Front Office Manager**

Towne Place Suites by Marriott-Johnson	December to Present
Towne Place Suites by Marriott-Bentonville	February 2006 to May 2007
University of Arkansas	July 2005 to February 2006
Inn at Carnall Hall	August 2003 to April 2005
Country Inns & Suites	January 2003 to August 2003
The Cosmopolitan/ formerly The Radisson	March 1994 to January 2003