

# Gwynne Nelson

Innkeeper

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## Summary

Experienced in management of Boutique Luxury Inns; Excel in top level guest relations with interpersonal skills that build lasting relationships. Self-directed and capable, detail oriented and organized to carry out daily Operations. Proficient in front office management, organization and planning; creating streamlined processes, procedures manuals, and training staff for productivity with measurable results. Ability to lead and develop supportive teams; building on skills and strengths. Effective communication and listening skills with ability to resolve difficult situations and problems arising with guests and staff members. Skilled in strategic sales and maximizing revenue by effectively promoting services and recruiting new business.

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## Experience

### **Innkeeper at Currently Looking For Full, Part Time or Contract Work**

January 2018 - Present

### **Innkeeper / Night Manager**

November 2013 - February 2018 (4 years 4 months)

Independently ran nightly operations of country-style 20 Cottage Inn. Performed as primary Guest Service provider/ Front Desk Manager. Provided the kind of service that results in repeat business and glowing reviews. Handled all front desk face-to-face interactions and procedures, intent on creating a welcome atmosphere. Familiarized guests with grounds, entry, nightly activities. Present and available to handle all situations arising. Responsible for solving problems, troubleshooting issues and remedy. Provided staff Supervision and Support. Handled daily/ future Sales, Groups, Revenue Management, Reports, Communications and Correspondence. Provided Concierge services, arranged on-site Wine Events. Responsible for taking care of the facility and meeting the needs of the guests.

### **Innsitter Services at Self - Employed (Special Projects)**

September 2010 - January 2012 (1 year 5 months)

Innsitter services : [www.innlightmarketing.com/insitter](http://www.innlightmarketing.com/insitter)

Providing professional, responsible, trustworthy service to Inns.

### **Group Sales / Event Coordinator**

January 1999 - September 2010 (11 years 9 months)

Business meetings, workshops, retreats, seminars, weddings, elopements, reunions.

### **Inn Manager/ Office Manager / Supervisor**

January 1999 - September 2010 (11 years 9 months)

Ran daily Operations of award-winning 19 room/suite Luxury Inn, Restaurant and Spa. Performed as Inn Manager / Front Office Manager and Staff Supervisor. Primary provider of Guest Services and Concierge. Developed and promoted creative Sales strategies, Services and seasonal package specials. Performed HR duties of recruit, interview, hire, train, evaluate. Supervised and supported team of 10-15; worked to improve productivity and morale; decreased turnover and payroll costs. Responsible for handling and resolving problems; guest and staff communication issues. Implemented new business mtg. services that utilized property to full potential. Resulting in business growth and increased revenue extended over period of years. Caretaker of Inn during long periods of owner absence and frequent travel overseas.

### **Innkeeper / Assistant Manager**

July 1994 - February 1997 (2 years 8 months)

Unique Coastal Inn with cottages & houses spread throughout the village of Jenner. Ran day-to-day Operational duties of Inn and Front Office; Sales, Services, guests, visitors, concierge, staff supervision, problem and troubleshooting resolution. Wrote schedules and daily work orders. Prepared buffet b-fast; served and hosted. Trained staff and assisted. Oversaw housekeeping dept; checked rms, kept log of priorities. Handled front desk registration/ tours/ services. Handled daily A/R, bookings, details, bookkeeping records. Groups, events, weddings, private parties.

### **Managing Innkeeper**

June 1984 - January 1991 (6 years 8 months)

Exceptional and Unique Hotel & Restaurant, located on Mendocino Coast covering 45+ acres, providing hand-hued rooms, cottages and houses. Wore many hats as managing Innkeeper performing day-to-day operational duties; Innkeeper, B-fast cook, Baker, Hostess, Supervisor, Bartender. Guest relations and services. Handled reservations for rooms, cottages, houses; booking ledgers, payments, A/R, daily bookkeeping and logs. Prepared schedules for housekeeping, hotel staff. Trained and supervised. Oversaw housekeeping. Ran bar and solarium service during brunch and dinner. Events, groups, private parties.

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## Education

### **Univ. of Hawaii in Hilo**

Coursework completed, Human Services, Social Sciences, Hawaiian studies, 1991 - 1993

**Activities and Societies:** Served in human services outreach program: interviewed families needing county services and assistance; reviewing their needs and circumstances for eligibility. The outreach program required me to meet with applicants and those receiving the services in their homes; evaluating and providing necessary transportation to doctor visits etc. Many details of service provided to these families in need.

### **Empire College School of Business**

Coursework completed, Computer, Tourism, Bookkeeping, 1997 - 1999

### **UC Davis Extention**

Certificate Program, Dairy Goat Management, 1976 - 1979

**Activities and Societies:** Studied Goat Maintenance & Husbandry. Received certificate approved/ licenced Dairy Goat Farm - Indep. Home business. Sold Pedigee / Certified Nubian Dairy Goat stock to Heifer Project

International. Nubian Goats were sent to communities in third world countries, providing self- sufficiency and healthy lifestyle & nutrition to families.

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[Contact Gwynne on LinkedIn](#)