

Gwynne Nelson

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Hospitality Professional with extensive experience: INNS and Front Office Management

Key Qualifications / Profile

- Experienced in Top level Hospitality management serving diverse clientele:
Self-directed and capable, detail-oriented and organized to carry out daily Operations. Known for planning and time management by balancing multiple priorities in fast-paced environments.
- Group & Event Coordination:
Facilitated groups, meetings, retreats and events. Worked with budgets, wrote proposals and contracts.
- Human Resources Management:
Performed HR duties including recruitment of staff, interviewing, hiring, training, and evaluation.
- Communication and Interpersonal relations:
Effective interpersonal skills that build lasting customer relationships, adaptable Communication style.
- Resourceful problem solver:
Recognized by employers for ability to resolve sensitive and difficult situations with discernment.
- Team Leadership and Supervision:
Ability to lead and develop productive and supportive teams, increase morale, and streamline processes with measurable results.

Accomplishments

- Promoted Applewood Inn and Restaurant by introducing revenue generating services that utilized the property to its full potential, leading to increased revenue of 35% over a 4 year period.
- Decreased staff turnover by 50% over 5 year period; implemented simplified methods to perform duties, and cross-trained to increase skills thereby increasing productivity.
- Initiated joint efforts with Restaurant for on-going events to boost revenue and invite participation from local community; created mid-week local's night and Saturday afternoon Winery reception.
- Streamlined office procedures; Wrote Office Manuals: Reference/Training, Troubleshooting and Emergency.

Technology

- Operated customized computer database systems. MS Office: Word: Created contracts, correspondence. Excel: Created schedules, spreadsheets; inventory/ordering, group proposals, detailed reports and graphs.

Operations / Administration / Sales

- Primary provider of Guest Services including Concierge, guest relations, problem solving. Provided tours, local orientation, itineraries, referral to transportation, wine tasting /events, and reservations off-site.
- Handled Sales for Lodging, Restaurant and Spa, and Gift Shop. In charge of Correspondence.
- Supervised housekeeping/Inn staff; wrote schedules, did inspections, set priorities, handled problems.
- Directed and assisted breakfast crew; oversaw menu, preparation and service.
- Performed multi-tasks in organized office; answered multi-phone lines, operated computer; data entry, daily reports: incoming/outgoing guests, housekeeping/maintenance. Processed daily payments, cash receipts, advanced deposits, A/R-A/P transactions using bank system terminal. Set up organized filing system.
- Tracked revenue management; ran weekly reports: Occupancy, revenue, forecasts and projections.
- Ordered and controlled inventory for Inn/Housekeeping/Office supplies, Gift Shop.

Experience

Guest Services Manager: Cottages on River Road, Guerneville, CA	2013 - 2018
InnSitter Services: Northern California region	2010 - present
Inn Manager/Office Mgr.: Applewood Inn and Restaurant, Guerneville, CA	1999- 2011

Related Experience

Managing Innkeeper: St.Orres Hotel and Restaurant, Gualala, CA.
Jenner Inn and Cottages and Event Center: Jenner, CA
Bookkeeper/Office Mgr.: North Coast Country Inn, Gualala, CA / Horn Enterprises, Gualala, CA

Education

Empire College, Santa Rosa, CA - Completed Coursework: Tourism, Computer, Bookkeeping
University of Hawaii, Hilo, HI - Completed Coursework: Human Services, Social Sciences