

Gwynne Nelson

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- Skilled Hospitality Services provider with years of experience in Guest Services, Inn Management, Strategic Sales, Group Coordination, Front Office Administration and Team Leadership.
- Proven interpersonal and communication skills; credited with building and maintaining repeat clientele.
- Resourceful problem solver; the ability to handle complaints with discerning discretion, reasoning and focus on resolve.
- Skilled in Strategic Sales; generated new business contacts and increased profits. Directly responsible for increasing Applewood Inn revenue, by 40 percent, over a 12-year period. Competent in Supervision and areas of human resources; interviewing, hiring, training, evaluating and mentoring.
- Energetic and Friendly with a positive, professional work place demeanor that has been praised by employers, employees and guests.
- Excellent communication and listening skills; Ability to make people feel at ease and appreciated.
- Qualified Inn Sitter: responsible for overseeing daily Inn operation during extended periods of Owner Absence.

Professional Background

Inn Sitter Services	Northern California Region	2012 -present
Innkeeper / Night Mgr.	Cottages on River Road, Guerneville, CA	2013- 2018
Managing Innkeeper /Office Mgr.	Applewood Inn & Restaurant, Guerneville, CA	1997-2013
Managing Innkeeper	Jenner Inn & Cottages, Jenner, CA	1994-1997
Managing Innkeeper	St..Orres Hotel & Restaurant, Gualala, CA	1982-1991
Bookkeeper /Innkeeper	North Coast Country Inn, Gualala, CA	1986-1991

Relevant Experience

Operations / Front Office Administration

- Independently ran the day to day operations of up-scale Bed & Breakfast Resort properties.
- Accommodated Guests with In-House Services and extensive Concierge Services; providing assistance with daily Itineraries, private wine tours, off-site transportation and reservations, referrals, guidance and local area orientation.
- Operated multi Phone lines, specialized Computer software programs, office equipment. Prepared daily work orders, schedules and reports. Completed On-line reservations, inquiries, requests, correspondence.
- Reservation bookings; Lodging & Restaurant. Group & Event bookings of all sizes.
- In Charge of credit card Disputes. Ran daily/ weekly/ monthly Reports & Forecasts. Maintained Bookkeeping records; processed deposits, AR/AP. Created orderly filing system. Operated gift shop. Ordering & Inventory Control. Administered Gift Certificates, Donations and Refunds.
- Computer software and reservation system proficiency with many Reservation software programs. Skilled in Microsoft Word and Excel, Outlook, and QuickBooks.
- Streamlined office procedures for Organization, Time management and Productivity. Wrote detailed Office Manual and Training Guide. Created Reference Manuals: Troubleshooting / Emergency, Guest Binders: contact information on local activities, events & attractions. Created Inquiry Formats, Outlines and Templates for staff use.

Sales / Event Coordinator

- Implemented Strategic Sales; created special Package offers for Seasonal, Holiday, Vacation destination and Repeat Guest Incentives.
- Facilitated Massage and Facial Services; recruited professional Service staff.
- Initiated growth & profitability to business; introduced business meetings, retreats, seminars, workshops.
- Coordinated, booked and hosted corporate and private groups and events. Assisted with workshops, weddings.
- Wrote proposals and contracts. Worked with budgets, negotiated fees. Composed detailed agreements.
- In Charge of overseeing and carrying out agendas, requests, details, room assignments and concierge services.
- Launched on-going weekend events meshing local Wineries with the Inn guests & community for social interaction.

Staff Supervision / Development

- Responsible for the recruiting, hiring, training, scheduling, evaluations and supervision of 10-17 staff members throughout their employment: including Innkeepers, Housekeepers, and Breakfast Cook & Servers.
- Oversaw breakfast menu, preparation & service. Wrote step-by- step Server procedures guide.
- Created motivated and inspired team; coached and counseled. Developed employee morale and loyalty by implementing incentive programs, regularly scheduled meetings and clear open communication. Decreased staff turnover 50% over period of five consecutive years.

Education:

University of Hawaii, Hilo, HI	BA / Social Sciences / Humanities	1993
UC Davis Extension, Davis, CA	AA/ Animal Husbandry	1978
Santa Monica JC, CA	AA/ Medical/Dental Asst	1967