

Betty Goodrich

Professional Summary:

High-energy *Manager* successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth, also dedicated to developing strategies and communications to help businesses reach and engage their target audiences.

Skills:

Very detailed oriented

Excellent organization skills

Multi-operations management
Methodologies and deployment
New product introductions
Flexible thinker
Complex problem-solving
Visionary
Results-oriented
Recruitment and talent development

Personnel management
Inventory control
Talented multi-tasker
Results-oriented

Quality control
Project management

Expert in *Customer Service*

Customer relations
Customer-oriented
Customer needs assessment

Work History:

Executive House Keeper, Hampton Inn & Suites – Hudson, WI **08/2016 - 11/2016**

Earned exceptional ratings and testimonials from clients on the Hampton Inn website and the "salt" the website for hotel ratings.

Collaborated with the General Manager and Assistant General Manager to achieve the best quality of the Hampton Inn "standards" and "procedures" for our guest to enjoy their stays.

Expanded cross-functional organizational capacity by collaborating with the "Front Desk" department head about guest stays and requests to ensure their stays be of the highest quality.

Planned and conducted staff training, with an emphasis on quality cleaning, guest requests, and cleaning chemicals and their uses as well as the importance of teamwork, while implementing the standards layout of the "Hampton Inn Hotels".

Cultivated trust between Hampton Inn Suites and customers by greeting all guests with respect and easing any concerns they may have about their stay with quality assurance while attending to their personal requests in a professional and timely manner.

Developed methods to establish and clarify customer objectives.

Analyzed key aspects of the business to evaluate the factors driving results and summarized results into presentations.

Reduced and controlled company expenses by teaching department personnel cleaning procedures of rooms in a timely manner which in turn cut the hours of "overtime" for employees.

Overseeing.....

Team Members
Customer Relations
Customer Satisfaction
Inventory Control
Staff Members
Staff Training
Business Operations
Development Business Operations
Daily Product Inventory
Customer Service

Owner/Manager, **12/2014** to Current
Travel with Beth – New Richmond, WI
Small Business/Business Operations

As the owner and operator of the business my jobs are many, from Client Recruitment and Development, to Budgeting and Finance procedures, Advertising for "Home Business Development" and the "Retail Sales" of my product for revenue purposes.

Team Members

Meeting with other members of the team via phone or skype for training on new procedures or product. Learning new skills at the daily training calls and speaking with new personnel assisting in their development as a new home business owner and product representative.

Communication Skills

Assisting in the teaching of communicating and the skills required for successfully representing the Home Business Industry and the product the business is presenting to the public.
Customer/Client Relations and Customer/Client Satisfaction

Maintaining an "Open Door" policy for any questions or concerns that may come into perspective during the process of training and development of new "clients" as a new home business *developer* or "customers" who order the product for the savings it represents.

1994 - 2001
Farmers Best Meats
Deli/ Slaughter House Assistant Manager
Amery, WI.

As the assistant manager to the business my job duties consisted of many different areas a list of the duties is as followed for each department of the business....

Deli Department

- Ordering outside products not prepared there "On-Site" in the processing plant attached.
- Scheduling for employee hours and department assigning
- Scheduling clients for slaughter and or processing of all types of meats
- Overseeing SSOP (Standard Operating Procedures) as required through state for food facilities
- Scheduling clients for slaughter and assisting clients in the determination of their processing decisions of their animals
- The Preparation of daily lunch specials and setup of the "Hot Table" which held the specials paying special attention to temperatures' for food safety and in accordance to state policies.
- Any and all training for new employee hires
- Maintaining refrigerator and freezer temperatures' though-out Deli and plant
- Cleaning and maintain a clean and organized store for clients to purchase fresh products.

And so much more....

Slaughter and Processing Areas of Plant

- The overseeing of animal delivery and holding of animals for their slaughter
- Assisting in the Slaughter Process
- Overseeing that all State and Federal procedures during the slaughter were met and conducted in professional and sanitary manner
- After the days quota for slaughter was completed overseeing the quartering of beef products in preparation of the aging process of the animal
- Overseeing the cleaning and sterilizing of the slaughter area from the days on-site slaughter in preparation for the next slaughter as required through the SSOP procedures set from state and federal laws.
- Processing animals for clients per their request paying special attention to any details of specializing for product wrapping or ingredients that maybe special for sausage or other products that were requested by clients on the clients processing procedure sheets.
- Overseeing employee duties and making sure things are completed in a timely and professional manner for our client
- Checking on the cleaning through the inspection at the end of day sheets in compliance to SSOP and state and federal laws
- Calling and speaking to our client for product pickup and pricing differences that may have changed in the processing procedure of their animal.
- Maintaining files for all products and animal records as well as client records of all types as well as distributors for the deli area.

Maintaining client and company relations with client needs and requests at the very top of our list of excellence for our clients' satisfaction.

Twin City Envelope

Lead RA Department Operator/Inspector

June 2003 - June 2018 | St Paul MN

Producing various sizes of envelopes with custom specifications focusing on the standards and quality the company defines itself with in a timely manner as requested by our clients. Inspecting finished product matching it to samples and preparing for shipment, matching the order forms with the finished forms ready for shipment to clients. Signing off on production specifications as shown on order forms from clients, paying close attention to envelopes specifications such as size, window dimensions, inline printing quality and color matching and any special instructions per our clients' request. Operating high speed envelope machinery while communicating any needed adjustments to the machine adjuster in order to produce the highest of quality product for the client. Working alongside plant manager scheduling upcoming jobs for the RA department in order to manage job completions in an organized and timely manner.

Education:

High School Diploma: 1998?

New Richmond WITC – New Richmond, WI