



Heidi Corley

Hospitality Manager/ Production Supervisor

Rochester, MN
heidicorley.hc@gmail.com - (507) 398-1230

I'm seeking a long-term Management/Supervisor role within the Hospitality/ Property Management Industry. Whose Company's focus is on excellent customer service and maintaining a positive approach towards becoming a successful team.

WORK EXPERIENCE

Assistant General Manager

Laquinta Inn and Suites - Rochester, MN - October 2016 to December 2016

Assisted the General Manager with the daily operations of the hotel to maintain standards for guest satisfaction, employee satisfaction, quality assurance and asset protection while managing costs within budget. Also involved in building, training, and mentoring a team of employees who strive to be the bright spot in each customer's day. Other key duties: ensured guest rooms were clean, physical condition of hotel, safety and security training programs, responded and resolved guest complaints.

Front Desk Clerk/Night Auditor

Quality Inn and Suites, Microtel Inn and Suites, Super 8 by Mayo. - Rochester, MN - August 2014 to October 2016

014 End Date:

Hotel reservations, customer service, breakfast set up, cleaning general areas, record daily money transactions, managing night audit, daily computer set up, booking.com, expedia 2 week comparison, and goggle docs. Familiar with Wynquest and Choice systems. I work at three hotels that are Co owned.

D&B Cleaners

Cleaner

Rochester, MN

Start Date: 3/2014 End Date: 8/2014

General cleaning of local business over.night (3rd shift) part time. Vacuum, trash removal, mopping, bathrooms, detailing.

Cook/Dietary Aide

Pinehaven Care Center

Pine island, Mn

Start Date: 08/25/2012 End Date: 08/04/2013

Supervised kitchen, served residents with high quality customer service, cooked breakfast and lunch meals, baked daily, prepared meals on wheels and resident meals, changed and maintained resident diets, temp logging, ordering inventory, signing in and stocking inventory, preparing diet sheets, charted and answered phones.

EDUCATION

High School Diploma in General

Hawthorn Education Center - Center, MN, US
June 2005

SKILLS

Experience in a leadership role, managing a team, knowledge of a variety of computer software applications (MS Word, Excel, and Outlook), scheduling, strong analytical skills, self motivated decision making abilities, detailed oriented, multitasker, a positive approach to team building, strong leadership capabilities and can work independently. (8 years), Knowledge of hotel operations, four different hotel software systems, night audit experience, DSR, payroll, time keeping, and safety training.

CERTIFICATIONS

ServSafe Management Certification

March 2013 to March 2018

ADDITIONAL INFORMATION

References

Tom Peterson 530-386-4778

Duwane Yumann 507- 358- 6291

Paul Tesdahl 507-202-9393

Birju Patel 1-713-517-3807