

Jenny Downing

General Manager

Fort Collins, CO

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WORK EXPERIENCE

General Manager

Super 8 Hotel - Troy, AL - 2014-01 - 2015-02

Manage customer relations, planned & executed operations to ensure service. Offering a keen ear & deftly answered guest requests, complaints & feedbacks.

- Ensure proper steps for service recovery & follow-ups while working towards highest levels of customer satisfaction as indicated by comments. Responsible for maintaining cordial relations with clients to assure satisfactory service and quick problem solving.
- Adhere to International standards in agreement with guidelines: formulate and implement policies, procedures and various operational strategies and forecast trends in occupancy, developed implement strategies for garnering larger market share.
- Planning for optimizing costs and maximize efficiency.
- All interviewing, hiring and training of employees as well as well terminations.
- Review and maintain all batch reports.
- Completing daily deposits and maintaining adequate change for the register.
- Planning goals and objectives for employees and making sure that they are completing the tasks.
- Keep accurate information for vendors and contractors.
- Plan and prepare all work scheduling.

Cashier

Chevron - Brundidge, AL - 2013-05 - 2013-12

- Compute sales prices, total purchases and receive and process cash or credit payment.
- Gasoline tank manual stick reads.
- Check inventory from the truck and put the stock on shelves.
- Maintain stores appearance.
- Maintain accurate signage and set up sales displays and keep store appearance.
- Nightly tobacco count of all tobacco products.

Cashier - Only employee

Village spirits and wines - Troy, AL - 2011-10 - 2013-02

Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

- Set up displays and signage throughout the store.
- Unload merchandise from the truck.
- Price and stock all merchandise.
- Keep coolers stocked.
- Inventory check of all merchandise.
- Ordering specialty items.
- Maintain stores appearance.

Parts Assistant Manager

Carter Brothers Manufacturing - Brundidge, AL - 2008-08 - 2010-09

- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Purchasing and receiving.
- Provide adequate customer service for customer's needs.
- Pull customers' orders from an invoice. Package and ship orders promptly.
- Maintain parts inventory and back ordered parts list.
- Order parts in time-based on production forecast.

Sandwich artist

Subway - Brundidge, AL - 2008-04 - 2008-09

- Greet customers and ascertain what each customer wants or needs.
- Check inventory if cooler stock.
- Bake bread and cookies daily.
- Prepare all vegetables and items for the day.
- Make customers' orders promptly.
- Run and maintain accurate cash register.
- Maintain stores cleanliness and appearance.

EDUCATION

G.E.D.

Troy Career Center - Troy, AL
2005-04

ADDITIONAL INFORMATION

KEY QUALIFICATIONS

- Key contributions to developing new business and revenue streams, customer value maximization, relationship development, customer need identification, and preemptive business response to competitor strategy.
- Professional outlook, along with multi-tasking, time and people management, learning and organizational skills and perfectionist attitude, with excellent attention to detail.