Sample Resume

Notice this sample has lots of white space (lines between text.) Majority of employers spend less than 20 seconds on a resume first time through.

You want your accomplishments to be brief (no more than 3 lines) and spaced so they jump off the page. Structured right, employers can skim a 3-4 page resume as fast or faster than a tightly spaced 1 page resume.

It’s the content and layout of the resume, not the length.

Thomas H Applicant

(Skip actual address)

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LinkedIn Profile

Give employers as many ways to reach you as practical.

**Objective:** AGM for full service upscale hotel.

] Employers expect career seekers to know what they are looking for…specifically. If position you have applied for is not an AGM, the employer will know you are willing to consider slightly different opportunity. If your resume stands out, employers will reach out and ask if you would consider a different position.

Can you list 2-3 positions you would consider? Why would you want to?

You have reviewed your resume to make sure your accomplishments address the position you are applying for to improve the odds the employer will call you. If this position is different than the last position you applied to, make the change in your objective.

**3-5 Year Goal:** GM at smaller hotel within 3 years, and 300+ rooms within 5.

To prepare myself I started as Housekeeping Manager, progressed to FO Manager, then Restaurant Manager, Banquet Director (handling Catering and Groups to 300 and up to 5 functions simultaneously.) Then promoted to my current F&B Director position. Now I’m ready for the next step to increase my knowledge of revenue management, sales and overall operations.

**Benefit from my** Rooms and F& B Director experience with Westin, Hilton, and Sheraton hotels from 178-330 rooms. Consistently exceed revenue and profit projections and come under budget. Have promoted 11 managers and 23 hourly employees to line supervisors.

These paragraphs demonstrate to any employer that you plan your career. Listing your positions demonstrates your understanding of operations. Benefits paragraph identifies brands of hotels and room range. Last 2 sentences show you know how to drive revenues and flow them to bottom line. Last that you develop employees.

**Your Objective and 3-5 Year Goals immediately differentiate you from other candidates. They give employers a strong incentive to read your resume carefully.**

**Experience**

**12/16-Present: F&B Director, Westin Hotel,** Anyplace, USA. (XYZ Management Group Ltd.) 330 roomswith 35,000 square feet of meeting space. F&B volume of $5.2 MM.

Exceeded revenue and profit goals every year. F&B revenue increased 22% in 2016, 17% in 2017, and 14% in 2018. 78% flow-through on increased revenues over last 2 years.

 **Key Accomplishments:**

* + - * Adjusted outlet menu and labor hours to improve margins 7% year-over-year. Adjusted banquet menus and portions to increase flow through 5% year-over-year.
			* Wine Steward introduced wine tastings with meals to increase dinner spend. Stocked wines in gift shop to increase beverage sales. Result: Wine sales up $102,000.
			* Eliminated 5 management positions by dividing jobs and providing training to enable shift supervisors to take on more.
			* Improved guest comment scores in F&B each year.
			* Increased catering social business over $100,000 each year to supplement revenues from traditional group business.

Note: Keep Accomplishments to maximum of 3 lines. Use numbers or percentages to catch employers attention.

 Skim your own accomplishments quickly. Do certain things grab your attention? If so, they are working. If not, refine them. Your objective is to get employer thinking about how you could do the same for them.

Numbers/percentages carry more weight than just words.

Note that these accomplishments are written to protect your employers confidential financial information.

3-4 accomplishments for your last 3 positions is enough. Employers are interested in what you have done in last 10 y ears.

**9/13-12/16 9/15-12/16 Promoted to F&B Director, Hilton, someplace, USA**  200 room hotel doing $2.7 MM in F&B volume. 15,000 sq ft of meeting space. Increased F&B revenue at least $200,000 each year.

**Key Accomplishments:**

* Introduced new menus in outlet that streamlined food inventory, created fun, moderately priced entrees. Outlet sales up 32%. Flow through: 52%
* Captured additional 11% of hotel guests for breakfast and 14% for dinner.
* Increased group F&B revenues year over year by over $150,000.
* Promoted EC to larger property in company and promoted Sous Chef to EC. Promoted 4 hourly employees to Cooks. Two of them are now Sous Chefs at other company operated hotels.

**9/13-9/15 Director Banquets. Hilton Someplace, USA.** Same hotel as above. Started cross-training, initially as Restaurant Manager. Promoted after 2 months to Director Banquets.

**Key Accomplishments:**

* Took lead role in developing budget and projections last 2 years.
* Coached by excellent F&B Director who taught me the finer points to successfully manage and build business in F&B.

**7/2011-9/2013 Housekeeping Manager (3 mo) then promoted to FO Manager, Sheraton Hotel, Someplace Else, WA. (ABC Management Co.)**

178 room hotel.

**Key Accomplishments:**

* Learned how to coach and mentor employees instead of directing them.
* Trained employees and lead team in up-selling when in FO Manager position. Revenue from up-selling was at all time high and all flowed to bottom line.
* Worked closely with Sales and F&B to help generate additional sales for those two Departments. Increased reservations for restaurant from Front Desk by $2,200 per week last year.
* ADR increased by $7 last year. Commanded 117% of market share. Rooms profit percentage was highest in 10 year history of hotel.

**6/2009-7/2011 FO Manager, Homewood Suites, Anyplace, USA.** Started career on Front Desk, then rotated through Housekeeping and Sales. Promoted to FO Manager after one year.

**Should you include your experience more than 10 years back?** There are differing opinions. We

suggest including them. If it is just 4-5 other positions list dates, title, property name and

 location. If you have 20-30 years of experience then summarize your earlier experience in a

paragraph or two.

**What should you do if your resume shows lot of turnover**? Recent years, many hotels are being

sold, or acquiring new management companies, resulting in frequent layoffs and reductions in

staff. Has this happened to you? If so: for those positions include: Reason Left:

(then include what happened in 2-3 lines.) When employers see at least some of your

movement has been beyond your control they are more apt to consider you.

**Optional Sections:** Comments further down.

**Personal:** DOB 12/12/86. Married 9 years. One child. 6’, 185#, Excellent health. Enjoy walking, reading, and working.

**Professional Affiliations:**

**Military:**

# Skills:

**Summary:**

**Why is this resume format effective?**

It is based on studies of resumes of hospitality applicants who were interviewed and received job offers.

Format is reviewed quarterly.

**Objective and Goals:** Clearly states position desired. Shows quality level of experience listing

hotel brands. This section attracts the attention of decision makers. Differentiates you.

**Experience:** Resume goes immediately from Objective to Experience. That’s what a

prospective employer wants to know next.

First paragraph for each position listed identifies the position, name, location and size of

hotel, plus name of management company/chain, (if there is one.) Then a revenue and the

bottom line that resulted in this position (include for at least first 3 positions listed.)

**F&B Director, Westin Hotel,** Anyplace, USA. 330 roomswith 35,000 square feet of meeting space. F&B volume of $5.2 MM.

Exceeded revenue and profit goals 2006-2007. F&B revenue dropped 22% in 2008, but F&B profits only dropped 5%.

Note the information about the hotel or company is very short and concise. Extra line makes information stand out.

Next are **Key Accomplishments.**

* Keep each accomplishment short.
* Separate each accomplishment by a space.
* Potential employers rarely spend more than 10-20 seconds on a resume the first time through. Think about your own experience with a stack of resumes. The first step is sorting the resumes into those that will be read carefully. Mentally discarding the rest.

Accomplishments in this resume makes HR Recruiter or HR Director look good. It provides information the Department has asked for. You’ve made their job easier. When it gets to decision maker your information will hold their interest.

* Short statements and lots of white space enable employers to instantly see the most important words, phrases and numbers in your accomplishments. All they have to see are 3-4 things that are important to them to know this resume deserves careful reading.

Next is **Education**  Include formal education and professional/technical programs you have attended. Employers looking for career seekers want people who are continually learning.

There are several sections of a resume that are optional.

Should you include **Personal**  information? That’s up to you. Human beings, by nature are curious. Potential employers often like to talk about your hobbies, especially if the interviewer enjoys the same activities.

Include outside interests…unless they are highly dangerous. If you love to sky dive, parasail, race motorcycles, or participate in extreme sports, leave them off your resume. Employers hescitate when employees have hobbies that can easily result in death during off hours. If employer tells you about their hobbies that are similar, then feel free to talk about yours.

**How about** **Professional or Civic Affiliations?** Fine to mention as long as there are not too many. When an employer sees a long list of current affiliations, the employer can’t help but wonder when the person has time to work. Employers want to see candidates that know how to balance their professional and personal lives.

**Military** experience certainly demonstrates commitment to our country. Peace Corp experience, or similar experience demonstrates commitment to mankind. Majority of employers view these experiences positively. People learn discipline and have opportunity to become leaders while serving.

**Skills.** Few years ago, listing skills was all the rage as employers tried to use computer systems to think for them. Now employers are much more interested in how people apply their skills. Great majority of employers tell us they skip over the Skills section in resumes. That means that if you include Skills you want it at the very end of your resume.

**Summary.** Again, employers tell us they skip Summary’s. *Why?* Majority of Summary sections don’t provide employers meaningful information. Anyone hiring people knows about the position. They want to know about accomplishments that qualify you for the position.

To sum up

* Remember, the objective of your resume is to get the employer to pick up the phone and call you.
* Make it easy for them by surrounding each piece of key information with white space.
* This sample resume could easily be shortened to 2 pages, but it would not be easy to skim or read.
* Easy to read, is more important than the length of the resume. 4 pages, well laid out is better than 1 page crammed together.
* Make sure your accomplishments will be supported by your references.
* Be prepared to explain the “what and how” of accomplishment.