

Dear Prospective Employer:

Are you seeking an experienced General Manager, one who has risen through the ranks by demonstrating strong leadership and problem solving skills with the talent and experience to increase profits and benefit your organization?

If so, I can do an excellent job for you. I started my career 16 years ago as an Assistant manager for the 18 million Hyatt Conference center where I assisted in managing a 302 room hotel. I worked in the front office, then, overseeing daily activities which included reservations. I managed 20 people at that job as well as other managers. My greatest accomplishment was maintaining occupancy rates and handling disgruntled guests. Over the years, I served as a Front Office, Accounting, and Assistant Manager for Facilities and Assistant General Manager before becoming a General Manager at the Hyatt National Hotel in Detroit, MI and the Quality Hotel in Miami, FL

At the Hyatt Hotel in Detroit, as General Manager, I directed the daily operations of a 415 room hotel, oversaw an \$8M renovation, and managed 35,000 sq ft of meeting space as well as 25,000 sq ft of public parking space. I managed 62 people that were comprised of managers from housekeeping to bell captains, sales and marketing directors, Chief Engineer, Front Office manager and Assistant General Manager. I coordinated and scheduled contracts with vendors as well as employees involved with the restaurant and two lounges. I also played a role in catering and was responsible for turning the hotel restaurant into an upscale restaurant that increased revenue by 24 % by redesigning the hotel, changing the restaurant concept, menus and staff.

In addition, I also worked as an Assistant Manager with multitasking responsibilities. I managed several properties at the same time and as a facility manager negotiated contracts with vendors. I oversaw retail space and recreation areas as well as the hotel that I describe in my resume.

I also worked for RGIS, a multimillion dollar grocery inventory service. While, serving as an Area Manager, I directed 3 teams who performed round the clock operations inventorying, large, retail stores such as Home Depot, Targets, Sears and others. The mission of RGIS was to help companies reduce the need for outside auditors, improve stock control and ultimately save clients money. My responsibilities entailed recruiting, training and mentoring teams and overseeing employee's performance.

I would very much like to meet with you to discuss the General Manager's position that is available. I feel confident and qualified to fill the position and have a dynamic vision of your hotel after the improvement that I will suggest have been implemented that will improve the hotel's ability to generate more revenue. I look forward to hearing from you.

Sincerely,

Chester Willaby