

CHRISTOPHER HALE

HOTEL OPERATIONS MANAGER | ROOMS DIVISION, GUEST SATISFACTION & REVENUE

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SUMMARY

Hotel Operations Manager with 3.5 years of experience overseeing daily operations for a 280-room full-service hotel. Led a team of 85, raised guest satisfaction from 84 to 91, and improved GOPPAR by 12% while reducing labor cost per occupied room by 9%. Skilled in front office, housekeeping, budgeting, and service recovery.

SKILLS

Hotel Operations: Rooms Division, Front Office, Housekeeping, Guest Services, Revenue & Occupancy Support, Budget & P&L Management, Labor Scheduling, Vendor Management

Leadership: Team Leadership (85 Associates), Training & Coaching, Service Recovery, Health & Safety, Brand Standards, Capital Projects

Systems: Opera PMS, Delphi, Medallia, Kronos, Microsoft 365, Excel (Advanced)

EXPERIENCE

Hotel Operations Manager

Jan 2024 - Present

Palm Harbor Resort & Convention Hotel — Orlando, FL

- Oversee daily operations of a 280-room, 40,000 sq ft convention hotel, leading 85 associates and 6 department heads.
- Raised guest satisfaction score from 84 to 91 through service-recovery training and room-quality inspections.
- Improved GOPPAR by 12% and cut labor cost per occupied room by 9% through demand-based scheduling and cross-training.
- Managed a \$4.2M departmental budget and a \$380K guest-room refresh project delivered on time and 4% under budget.
- Maintained 100% on-time health, safety, and brand-audit readiness.

Front Office / Assistant Operations Manager

Jul 2022 - Dec 2023

Sunrise Coast Hotels — Kissimmee, FL

- Supervised front desk, bell, and concierge teams of 30 and handled 150+ daily check-ins.
- Reduced average check-in time from 6 to 3 minutes by introducing mobile pre-registration.
- Increased upsell revenue by \$96K annually through room-upgrade and packages training.

HIGHLIGHTS

General Manager's Award 2024 for guest satisfaction improvement; led pre-opening readiness for a 60-room tower addition.

EDUCATION

Bachelor of Science in Hospitality Management

University of Central Florida, Rosen College
— Orlando, FL
2022 | GPA 3.5

CERTIFICATIONS

- Certified Hotel Administrator (CHA) — in progress
- AHLEI Hotel Rooms Division Management
- ServSafe Manager; CPR / First Aid