

# DAMON TIFFANY

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## Professional Summary

Seasoned property manager with more than five years of experience in fast-paced and competitive market. Excellent marketing and customer service skills. Track record of achieving exceptional results in annual revenue and business reputation.

## Skills

- Customer and Personal Service
- Computers and Electronics
- Administration and Management
- Communications and Media
- Economics and Accounting
- Sales and Marketing

## Experience

### General Manager

01/2009 to Present

### Castle Inn –SAN FRANCISCO, Ca

- Explain goals, policies, or procedures to staff members.
- Monitor hospitality and lodging service operations to ensure that they comply with applicable policies, regulations, and laws.
- Plan and implement changes to service to meet guest needs, and maintain satisfied customers.
- Plan and implement sales promotions or other marketing strategies and activities to maintain and increase annual revenue.
- Set marketing, sales, and other financial goals for the business and monitor progress toward these goals.
- Set daily price based upon supply and demand for maximum daily revenue.
- Complete and maintain records such as state-required documents, tracking documents, or product inventories.
- Conduct market research and analyze industry trends.
- Direct and supervise work of staff, and construction contractors.
- Identify development needs for a competitive market.
- Interview and hire new employees.
- Negotiate contracts for marketing partners.
- Respond to customer complaints, legal inquiries, or other post-service matters.
- Review financial statements, sales or activity reports, or other performance data to identify opportunities for cost reductions or service improvements.
- Schedule work hours for employees.

## Education

### Bachelor of Arts: Business Management

Jun 2004

### Canterbury University - Hyde-Cheshire, Ma