

Anthony Colunga

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San Francisco, CA 94115
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831.261.7579

OBJECTIVE

Experienced, ambitious and passionate operations leader in pursuit of progressive opportunities within the food service industry.

EXPERIENCE

Warner Center Marriott Woodland Hills - Evolution Hospitality

Los Angeles, CA

Guest Services Manager, Front Office Operations

[March 2018 – June 2018]

- Led and scheduled a team of 40 including front desk, bell, and security staff to help recover property guest satisfaction scores
- Interviewed, hired & trained new staff with an emphasis on delivering the best Check-In Experience and Service
- Scheduled and conducted Front Office and Operations meetings that focused on issue prevention, guest resolution tactics, and mobile program launch with Marriott
- Facilitated and managed contracted groups and events ranging from corporate travel to weddings and family clientele
- Assisted with revenue management; implement 'perfect sell' strategy to maximize sell-out efficiencies and balance inventory daily
- Responder to GuestVoice surveys, TripAdvisor reviews, Marriott Customer Care cases

Autograph Collection Hotel Adagio by Marriott - Evolution Hospitality

San Francisco, CA

Front Office Supervisor, Concierge Relations

[January 2016 – March 2018]

- Leader at the front office, overseeing an outstanding team of 15-20 front desk agents and bell attendants
- Responsible for driving guest satisfaction scores with a strong focus on the Intent to Recommend
- Experienced with interviewing candidates and training new-hires
- Trained for Manager on Duty shifts, as well as night audit
- Assisted with implementing team incentive goals such as Marriott Rewards Enrollments and assisted with encouraging Make a Green Choice for guest participation to help with labor costs

The Pacific-Union Club – Privately Owned

San Francisco, CA

Club Relations Attendant

[October 2015 – January 2016 , *Seasonal*]

- Facilitated annual club events which included club seating assignment, arrangement and scheduling.
- Managed member parking lot during hosted events
- Maintained club's historic San Francisco property that entailed house refurbishment, engineer relations, and archived library audit.

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Whalerock Industries - Greetings Media LLC

San Francisco Bay Area, CA

Casting Coordinating, ABC's Battlebots Season

[March 2015 – July 2015]

- Co-managed cast/talent hotel, living, & dining accommodations for company groups and events
- Managed live broadcasted studio audience for televised events and venues
- Organized cast/talent production schedule
- Set-up and break down audio/video sets, rigs, & stages for live filming
- Provided transportation for clients and employees for pre, live, and post production locations

EDUCATION

Academy of Art University, San Francisco, CA

[Fall 2011 – Spring 2015]

BA School of Music Production & Sound Design for Visual Media – Music production for film, television, video games, and other visual mediums that involves a unique combination of musical expertise and aesthetic sensibility.

Cabrillo College, Aptos, CA

[January 2010 – December 2010]

Recording Technology Arts – Beginning to intermediate audio production and music theory preparation for sound engineering and music composition.

SKILLS

- Superior knowledge in San Francisco fine beverage and dining and tourism
- Previous experience in food and beverage including a wide variety of server experience plus barista trained in a café setting
- Superior knowledge of crafting complex cocktails and hosting themed events
- Experienced in web design and domain creation and development
- Creatively experienced in Adobe Photoshop for property signage, property documents, event relations, & advertisement
- Highly experienced with Property Management System Opera by Micros
- Marriott Systems trained: MARSHA trained – Marriott Automated Reservation System for Hotel Accommodations