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# CHRISTOPHER CARIGNAN

## PERFORMANCE SUMMARY

Dedicated professional pursuing the highest standard of service and performance. 14+ years' experience in Operations Management, Food & Beverage, Front Office and Sales/Marketing. In-depth knowledge of effective leadership, service cultures, driving revenue/profit, asset management, PMS and POS systems, budgeting, training and team development

- Calm, flexible and focused leadership style
- Superb interpersonal skills with ability to build/maintain employee relationships while interfacing positively with people of all levels and backgrounds
- Proven ability to quickly resolve problems and implement solutions while moving seamlessly from strategy to execution
- Adept in fast paced and urgent environments
- Ability to deal with ambiguous situations using diplomacy and tact
- Proven track record in team leadership and training, supplying a balanced mix of analytical, coaching, management and technical skills
- Accurate and detail-oriented with superior organizational skills
- Performance with a sense of timeliness, accountability and integrity

PROFESSIONAL COMPETENCIES	Superlative Customer Service Problem/Conflict resolution Multi-Site/Property Mgmt Cultural diversity awareness Presentations/Meetings Payroll/Payroll Mgmt Negotiation Skills Employee Relations Budgeting Performance Evaluations Website Mgmt Inventory Mgmt Innovation	Organizational Communication Strategic Planning Technically adept Facilities Maintenance Recruiting/Staffing/On-boarding Employee Scheduling Profit & Loss Disciplinary Revenue Mgmt Word, Outlook, Excel, PowerPoint Reports Build & lead teams Loyalty Programs Mgmt
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## EXPERIENCE

### OWNER/OPERATOR CGN TRANSPORTATION (SELF-EMPLOYED)

SAN FRANCISCO, CA

11/2012-Present

Provided upscale luxury transportation on multiple ride-share platforms as well as private livery service utilizing a brand-new fleet of luxury automobiles. Ability to utilize my hospitality experience to provide superior service and amenities to customers.

### DIRECTOR OF ROOMS, SAN MATEO MARRIOTT/SF AIRPORT

SAN MATEO, CA

03/2011-10/2012

- 476 room San Francisco Airport Hotel with 170 suites and 25,000 Sq ft. Meeting/Convention space with \$30 million annual rooms revenue
- Directed Arrivals, Concierge, Valet Parking, Bell Service, AYS (PBX), Front Desk, Reservations, and Housekeeping departments – over 200 employees with 6 managers and supervisors reporting directly to me
- Executive Committee member, acting GM during GM's absence
- Increased Guest Satisfaction to be consistently at or above brand standards (80% or higher)
- Increased key driver of staff service overall in brand ranking from #314 to #19 out of 338 properties within one year
- Obtained the #1 ranking for Concierge Level out of all 338 Full Service Marriott's in 2012
- Established and executed operational best practices, standards and performance improvement plans to facilitate high-level, consistent service delivery that directly impacted service scores

**ASSISTANT GENERAL MANAGER/DIRECTOR OF OPERATIONS, EMBASSY SUITES HOTEL****PALMDALE, CA**

05/2009-03/2011

- Brand new build, advance opening team \$45 million 150-room prototype Embassy Suites Hotel
- Primary focus in Food & Beverage and secondary focus overseeing all other hotel operations
- Directed Formal Dining Room, Room Service, Lounge, Outdoor Patio, Banquets and Complimentary Breakfast Service
- Worked closely with the General Manager to develop and maintain the highest service environment while driving profit, maintaining staff accountability and maintenance of the asset
- Responsible for the restaurant concept creation, design elements, menus and alcohol/wine selections
- Worked to establish and maintain relationships with all property vendors
- Created all thematic elements and established rich ambiances for all outlets and public spaces
- Execution of all Embassy/Hilton brand standards and Operating Procedures in all aspects of pre-opening, and existing operations
- Responsible for selecting, interviewing and final hiring approval for all positions in all departments
- Property administrator for Micros POS and PMS systems
- Execute and evaluate daily productivity and financial reports
- Planned, produced and executed customized, service-centered Food & Beverage training program
- Profit & loss, budgeting and increased margins/flow-through for the department
- Maintained 2010 ranking as the #1 Embassy Suites system-wide for Staff Service Overall with SALT scores

**DIRECTOR OF FOOD & BEVERAGE/RESTAURANT GENERAL MANAGER, THE BELAMAR HOTEL****MANHATTAN BEACH, CA**

03/2007-03/2009

- Engaged specifically to transition the F&B department after a \$10 million renovation into an upscale neighborhood concept bistro called Second Story Restaurant with \$2 million annual revenues
- Assisted in executing hotel mgmt company's plan to become a separate Hotel and Restaurant company with an emphasis on independent, localized high-end cuisine
- Directed high profile banquet department that catered to an elite and discriminating clientele for luxury events
- Doubled room service revenues from 2007 to 2008
- Collaboratively created and launched an inclusive meeting center targeted at upscale business meetings with cutting edge food & beverage offerings
- Directed all creative design, thematic elements and menu/wine/alcohol selections
- Maintained and drove consistently high Guest Satisfaction scores with Market Metrix
- Achieved 2<sup>nd</sup> highest employee satisfaction in company on 2007 employee satisfaction survey (97%)
- Maintained budgeted food/pour cost margins
- Prepared annual F&B budget for Corporate HQ
- Assumed all HR responsibilities related to hiring/on-boarding/training/coaching/counseling and discipline
- Implemented and executed numerous custom service trainings and service recovery seminars to continually drive superior service delivery

**F&B OUTLETS MANAGER – MARRIOTT INTERNATIONAL AT LAX****LOS ANGELES, CA**

11/2005-03/2007

- Oversight of all Food & Beverage outlets for busy, Marriott Corporate operated 1004 room full service airport hotel to include: 200 seat Casual Restaurant, 140 seat Fine Dining steak house, 185 seat sports bar, in-room dining, and Concierge lounge with \$10 Million annual revenues
- Direct oversight of fully licensed Starbucks store in hotel lobby. Responsible for all daily Starbucks brand compliance with food offerings and promotional efforts
- Worked closely with area Starbucks Corporate manager for licensed stores to meet all compliance goals
- Responsible for staff scheduling and maintenance of time-keeping records
- Worked closely with largely tenured staff to establish a relationship of trust and care for all employees
- Achieved 97% Marriott Quality Assurance scores in Food & Beverage in 2006
- Developed multiple training programs focused on service standards and recovery for F&B
- Responsible for a vast wine inventory and spearheaded a 3-month wine menu overhaul/cleanup effort
- Worked as task force Manager at the nearby Marina Del Rey Marriott to help launch the new Glow Lounge – an ultra-contemporary outdoor lounge with curated food & beverage offerings

**FRONT OFFICE MANAGER - SANTA YNEZ VALLEY MARRIOTT****SANTA BARBARA COUNTY, CA**

09/2004-11/2005

- Oversight of Front Office, Reservations, AYS (PBX), Revenue Mgmt, Bell Desk and Concierge Desk
- Lead initiative to repair damaged inter-departmental communication problems
- Created a systemic service culture by driving my team with consistency, accountability and equitable treatment
- Executive Committee member, involved in making key operational decisions along with the hotel General Manager
- Served as Manager on Duty on weekends and during GM's absence
- Championed major upward results in Guest Service scores – personally responsible for bringing hotel out of the red zone, through yellow and into clear within one year
- Committee leader for guestroom suite care program and ensured exceptional ongoing maintenance of the asset
- Implemented and maintained compliance with all Marriott Standard Operating Procedures

**MARKETING/SALES MANAGER – COURTYARD AND RESIDENCE INN BY MARRIOTT****EUGENE, OR**

03/2002-09/2004

- Multi-site location management – 200 room Courtyard and 97 room Residence Inn
- Responsible for achieving quarterly revenue and market share goals set by management group
- Proactive sales effort performing 40+ cold calls per week
- Self-starter with oversight of all sales programs and promotions with minimal supervision
- Management of top 3 revenue producing corporate accounts
- Planning, organization and execution of all sales related activities for both properties
- Regularly entertained top corporate officials with grace, diplomacy and professionalism
- Pioneered annual marketing events that made us leaders within the competitive set
- Developed, structured and executed all sales standards and procedures

**FRONT OFFICE AGENT/HOUSEKEEPING SUPV/LEAD TRAINER/Front Office SUPV/MGR  
PORTLAND/SALEM/EUGENE, OR****PHONIX INN SUITES HOTELS**

05/1998-03/2002

- Routinely awarded employee of the month
- Rapid progression and promotion within the company after mastery of each new discipline
- Learned effective people management skills through seasoned and dedicated hotel professionals building the area's premier value-branded Hotel
- Appointed as hotel safety officer -developed and executed all hotel safety trainings and ensured OSHA compliance
- Responsible for all HR duties, accounting, payroll, and information technology
- Promoted to lead service trainer and traveled to other properties to train service staff
- Promoted philanthropic community involvement as part of our culture

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**EDUCATION****LANE COMMUNITY COLLEGE****EUGENE, OR**

24 credits in Business Administration, 8 credits in Hospitality Mgmt (left to pursue nascent hotel career)

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PROFESSIONAL DEVELOPMENT	2013 Food Handlers Permit 2011 Marriott Service Excellence Training 2008 Leading a Service Culture 2007 Sexual Harassment in the Workplace 2002 Marriott Connect U – Sales Edge Training	2011 Alcohol Server/Seller Certificate 2008 Food & Beverage Accounting Class 2008 Performance Appraisal 101 2005 Marriott Connect U – Systems Administrator 1995-2002 US Army Reserves PFC, Hon Discharge
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**VOULNTEER EXPERIENCE**

2018 – San Francisco, CA - LGBTQ Center  
2008 – Manhattan Beach, CA - Habitat for Humanity  
2001 – Salem, OR - Heron Pointe Assisted Living Center  
1994 – Couer D'Alene, ID – American Red Cross

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**REFERENCES****REFERENCES PROVIDED UPON REQUEST**