

Darrius Bruce

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Education

Bachelor of Science: Hotel and Restaurant Management

April, 2016

Eastern Michigan University – Ypsilanti, MI

Summary of Qualifications

I am a hospitality professional with a unique blend of experience in the hotel and restaurant industries. Overtime, I have gained a host of knowledge through a rigorous course load supplemented with volunteer experience in catering and event management.

Work Experience

Front Office Manager
Best Western Plus

Grandville, MI

April 2018 to October 2019

- Responsible for ensuring functionality of front desk operations
- Assisting General Manager in maintaining profitability of hotel
- Serve as liaison between the various departments of the hotel
- Scheduling
- Payroll
- Month end accounting reports

Customer service executive
Booking.com

Grand Rapids, MI

March 2017 to April 2018

- Serve as a liaison between guests and properties
- Help rectify guest issues
- Help guests plan their travel experiences
- Guide properties through Booking.com's account management system

Interim Assistant General Manager

Fargo, ND

Nov 2016- Feb 2018

Hilton Garden Inn

- Responsible for ensuring functionality of front desk operations
- Assisting General Manager in maintaining profitability of hotel
- Serve as liaison between the various departments of the hotel

Raymond Management Company

Ann Arbor, MI

June 2016 –Nov 2016

Manager in Training

I completed a 6-month rotational Manager in Training program for recent college graduates in a full service Hilton Garden Inn. Areas of training included

- *Front Desk/ Auditing*
- *Banquet setup / Serving*
- *Food and Beverage*
- *Hotel Maintenance/Housekeeping*
- *Assistant General Manager*
- *Accounting*

Towne Place Suites by Marriot Ann Arbor, MI Dec 2014 – May 2016

Front Desk Agent/Night Auditor

- Responsible for nightly auditing
- Ensure that guest receive receipts and are clear on all charges
- Cleaning of lobby, fitness center, pool area and kitchen
- Preparation and set up of breakfast
- Checking guest in and out of hotel.
- Ensuring all guest needs are met in a timely manner

Red Robin Gourmet Burgers Ann Arbor, MI Jan 2014 – Jan 2015

Cook/Dishwasher/Busser

- Opened and close restaurant in positions of busser, cook and dishwasher
- Placed food stock orders and received food shipment
- Maintained a cleanly food production environment
- Trained fellow employees

Red Roof Inn Ann Arbor, MI April 2013- Dec 2013

Housekeeper

- Responsible for cleaning of hotel rooms
- Insuring room equipment was functioning properly before deeming suitable for guest
- Help to ensure all guest are comfortable and all requests are fulfilled in a timely manner
- Helped maintain overall landscape of the hotel

Pizza Hut Grand Rapids, MI Sep 2009 - Feb 2012

Cook/Dishwasher

- Prepared a wide variety of meals
- Open and closed store in cook, dishwasher and busser positions
- Trained other employees on procedures
- Ordered and received food shipments