

John-Michael Villarreal

General Manager

Corrales, NM 87048

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219-682-8197

Work Experience

General Manager

Bernalillo, NM

September 2017 to March 2018

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and refurbishment.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the hotels and management.
- Deliver hotel budget goals and set other short and long term strategic goals for the property.
- Developing improvement actions, carry out costs savings.
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Ensure that monthly financial outlooks for Rooms, Admin & General, on target and accurate.
- Maximizing room yield and hotels revenue through innovative sales practices and yield management programs.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
- Act as a final decision maker in hiring a key staffs.
- Overseeing and managing all departments and working closely with department heads on a daily basis.
- Manage and develop the Hotel Executive team to ensure career progression and development.
- Be accountable for responsibilities of department heads and take ownership of all guest complaints.
- Provide effective leadership to hotel team members.
- Respond to audits to ensure continual improvement is achieved.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Assisting in residential sales as and when required and development with strong sales prospects.
- Responsible for safeguarding the quality of operations both (internal & external audits).
- Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.

Front Office Supervisor

The Wyndham Albuquerque Hotel and Conference Center
2017 to 2017

- Oversee the hotel reservation system to ensure that all is in check and that no slots are left empty
- Train and supervise front desk officers and guest relations officers to ensure that they greet and service guests properly
- Respond to telephone and in-person inquiries regarding hotel services and facilities
- Assist front desk officers in determining how to handle multiple reservations at all times
- Provide oversight to payment procedures by ensuring that they are properly carried out with integrity
- Allocate rooms to guests based on their reservations and provide them with information on what to expect in terms of services and facilities
- Ascertain that all check-in and check-out procedures are properly handled, and manage any issues in real time
- Count cash in cash drawers at the end of each shift to ensure that all is in check, and address any evident discrepancies
- Issue room keys or cards to guests and ensure that they are returned when they check out • Control guests' access to safe boxes and ensure that proper security measures are taken at all times
- Balance front desk accounts and conduct financial audits in accordance with specified protocols
- Respond to and resolve issues and complaints to ensure repeat business from guests

Task Force General Manager

Baymont Inn and Suites - Albuquerque, NM
2016 to 2017

- Responsible for overall operation of the hotel including all HR functions.
- Managed a staff of twenty-four including Department Managers.
- Developed excel programs for cost control and guest satisfaction
- Headed Sales and Accounts payable and receivable departments.
- Budget writing and management
- Improved guest satisfaction scores by 15% within first month of employment. Changed the culture of the employees from just serving a customer to delighting a guest.
- Realign, promote and market as necessary to increase revenues
- Meticulously maintain all statistical and financial records
- Recruit, train and monitor relevant staff for specific operations
- Accurately plan work schedules per requirement & payroll budget

Part Time Night Auditor

Guest House Inn and Suites - Albuquerque, NM
2015 to 2016

- Provide a First-Rate Guest Experience.
- Providing information to guests about hotel policies, services and amenities.
- Responding to requests from guests for assistance and information about the local area (e.g. directions, places to eat, etc.).
- Selling and upselling rooms to "walk-in" customers.
- Partner with the sales department to ensure knowledge of key accounts and groups, along with tracking of company information.
- Entering/changing reservation information on the computer system.
- Posting charges to guest accounts.
- Processing payments from guests.

- Closing, balancing and making necessary corrections to guest accounts.
- Counting and balancing cash, credit cards and direct bill accounts.
- Investigation or analyzing out-of-balance situations and making adjustments or corrections as needed.
- Completing various computer audit reports.
- Performing all the duties as outlined in the training manual.
- Listening for or anticipating and responding to guest complaints.
- Operating hotel switchboard or PBX. Use established greeting when answering the phone or meeting guests in person. Speak with attitude of warmth and friendliness. Find a way to say "yes" to their needs if you are reasonably able to do so. Look for ways to be helpful and courteous.
- Cleaning the front desk and lobby area.

Director of Music Department/Professor, Seminary for the L.A.C.C.C

Latin American Council of Christian Churches - Brownsville, TX

2009 to 2016

Responsibilities included strategic planning, faculty duties assignment, resource development and community relations, faculty development and evaluation, budget planning and control, academic program development and review, representation of Seminario de LACCC to college, university, community and accreditation constituencies, liaison with accreditation agencies.

- Developed the music department including, class development, hiring of faculty, and yearly budget.
- Developed the music departments for international Bible Schools including Mexico, and Central America (Honduras).

Music Assistant and Spanish Department Head

Laurel Church Ministries - Merrillville, IN

2006 to 2009

Prepared the weekly sheet music and order for the multiple weekly services and office facets.

- Worked in developing the Spanish department working with the Latin American community providing humanitarian aid, and spiritual guidance.
- Developed musical filing system that was implemented and used to date.

Executive Administrative Assistant to Pastor Anna Bourke - Morgan

Family Christian Center - Munster, IN

2003 to 2006

Responsibilities included: working with highly confidential and sensitive material, make international and domestic travel arrangements for executives, managed office, performing customer service and supervision, prepared responses to correspondence containing routine inquiries.

- Met with individuals, special interest groups and others on behalf of executives and committees.
- Developed three sub departments under the department of Worship Arts.
- Served as liaison between pastoral staff and congregation.

Office / Research Assistant

University of Chicago

1999 to 2003

1999-2003

The University of Chicago is at the Forefront of Medicine. It is a University that is competitive and known for their research skills, faculty and academic excellence.

Office / Research Assistant

Worked directly with the Director of the Emergency Room, Director and Coordinator for the Residency Program of Emergency Medicine, and Administrator of the Department of Emergency Medicine with all office facets, typed and researched articles for doctors, transcribed notes,

- Created the trauma registry form for the Pediatric Trauma Department that helps maintain the daily, weekly, and monthly traumas seen in the Emergency Department.
- Participated and worked Asthma Research in triaging, assessing and documenting patient's symptoms and working in harmony with other hospitals and doctors documenting, collecting and presenting said information.

Education

Masters of Divinity in Divinity

Northwestern Theological Seminary

2014

Bachelor of Arts

Atlantic Coast Bible College

2012

Diploma in Medical Asst

Olympia College

2005