

Solomon Taylor

Philadelphia, PA

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To successfully obtain a challenging position within the Hospitality Industry by my skills, training experience and knowledge.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Night Auditor Supervisor

AKA University City - Philadelphia, PA

January 2018 to October 2018

To assist residents and hotel guest with customer service needs.

Log and stock packages thru shipping and receiving for residents.

Post food and beverage charges from cafe.

Audit all reservations of hotel guest how arrived current day.

Audit and cross match all reservation thru Synxis.

Arrivals, Inhouse, Checked out.

Ensure credit card system reconciles to daily transaction lists.

Perform accurate check-ins and checkouts of guests daily.

Answer telephones in a timely and professional manner.

Assist guests with requests as needed. Accurately follow a detailed checklist

Check the shift change Log, E-mail, and with the previous shift for any guest issues.

Check for discrepant rooms via Housekeeping Reports, Discrepancy Report and resolve discrepancies.

Check no-shows for the evening. We may have an amenity or special preferences placed in room.

Property walk entire building check all doors closets and etc.

Send email walkthru report of things I find during walkthru.

Prepare checklist and reports for morning team pass on.

Audit all next day reservations for billing notes and etc.

Audit all departures for next day checkout and balance the folio.

Create spreadsheet for the current day arrival and block the house.

Night Auditor Supervisor (Overnight)

Philadelphia Hotel Monaco - Philadelphia, PA

May 2017 to January 2018

Audit, post and balance daily cashiers work for outlets including, but not limited to, outlets in Rooms and Food and Beverage

Ensure credit card system reconciles to daily transaction lists

Perform accurate check-ins and checkouts of guests daily.

Answer telephones in a timely and professional manner.

Assist guests with requests as needed.

Accurately follow a detailed checklist instructing me to do the following.

- = Collect Night Audit paperwork from tray and trace file. Pull minibar report, discrepancy report, adjustment folios, and dry cleaning invoice and put these to the side to work with later.
- = Check the MOD Log, E-mail, and with the previous shift for any guest issues.
- = Check for balances on rooms that have checked out (At end of the month)
- = Check for discrepant rooms (Housekeeping Reports, Discrepancy Report), Resolve discrepancies.
- = Check third party (i.e. Expedia) and GFI/GFL reservations. Make sure room and tax is routed.
- = Enter mini-bar and dry cleaning data into Accounting Spreadsheet. Add in KITA & Adjustments for explanations.
- = Print Posting Journal report and cross reference with adj. stamp comments. Print any missing folios. Enter adjustments into Daily Adjustment Log.
- = Check Gift Card transactions (Reports, Accounting, and Posting Journal-Gift Cards). Close out FD100. In Eptiome Posting Journal with codes KGAC & KGRD.
- = Possible COYLE and AMGD shoppers – Identify shoppers, flag reservation and block room. Send email.
- = Post parking charges to rooms according to valet inventory. *See Manual for instructions.
- = Enter parking info into the Accounting Spreadsheet.
- = Concierge Log-Save as tomorrow morning's date and include missing parking ticket numbers.
- = Save PRKO and PRKD reports to PDF file. Scan any parking adjustment folios to email and save as a PDF file. List missing ticket #s in body of email and attach the parking PDF files.
- = Check Comp rooms report and enter them onto "Night Shift Report" with current rooms occupied and %.
- = Set Wake Up Calls

- = Print CC Reconciliation
- = View CC Settlement (Cashier, CC Settlement). Reject + and - charges of the same amount.
- = Create CC Batch. Compare total with CC Posting Journal total. Settle the batch as long as totals match.
- = Settle Credit Card in FuseBox and put into Daily Packet.
- = Start "End of Day". Create Folder by date in the Overnight Folder. Save Overnight Report
- = Save Executive Summary Report from HotSOS.
- = Check no-shows for any VIP or IC guests. We may have an amenity or special preferences i.e. (rollaway, crib, etc) placed in room. Communicate a no show room to the team on the email distribution list. Room should be put on Vacant Inspect.
- = Prepare newspapers by combining Epitome newspaper requests (IC members only) onto the Guestware report and then entering all into Excel spreadsheet. Place 3 of each paper in living room for guests.
- = Duplicate Reservations List - look for guests with a back to back reservation. Check out the due out reservation and check-in the new reservation.
- = Print Sonifi Reports
- = E-mail overnight reports (Night Shift Report, Daily Adjustment Log, No Show Log, GM Reports in PDF Format)
- = Update MOD & Daily Brief and e-mail by 6:30am
- = Organize the front desk, prepare the pass down for the next shift, count your bank and account for any cash drop. Put the cash drop log from previous day into the safe.

Hotel houseman

Hotel Monaco - Philadelphia, PA
October 2014 to May 2017

Responsibilities

Efficiently remove all soiled linen and trash from guestrooms for housekeepers.
Assist housekeepers with any guest related needs or needs of their own
Effectively answer and complete guest calls in a timely manner
Maintain the upkeep and cleanliness of guest landings, hallways, and service landings
Restock and organize all houseman and linen closets
Organize and prepare soiled linen for pick up from linen company
Distribute clean linen to all houseman and linen closets.

Accomplishments

As a valued team member i was criticle in helping with day to day opertions. And being flexible u am able to cover various shifts.

Skills Used

The ability to multitask. Having to strip an entire hotel when answer guest calls can get overwhelming if they begin to come in by multiples. However u learned to anticipate the needs of the guest so it got easier.

Public Space Attendant

Hotel Monaco - Philadelphia, PA

October 2014 to May 2017

Maintains the upkeep and cleanliness of the entire hotel and hotel grounds. Clean all public hotel space including front entrance, lobby areas, restaurants, public restrooms, elevators, guest hallways pool areas and service areas including employee locker rooms, offices and Housekeeping department.

Monitor and maintain cleanliness, sanitation and organization of assigned work areas

Clean designated areas with proper chemicals, tools and equipment.

Ensure that nothing is stored in stairwells and are clean.

Transport any food and beverage trays/items in public areas to service areas.

Check under furniture for debris and remove if present; reposition furniture to correct floor plan.

Inspect condition of all furniture for tears, rips and stains and report damages to Supervisor. Dust and polish all woodwork.

Remove all dust, debris and foreign particles from upholstered furniture, including crevices and under cushions.

Remove dust on drapes weekly and realign to correct position daily.

Inspect condition of planters and plants; remove debris, polish planters.

Remove dust, dirt, marks and fingerprints from doors and door frames.

Remove stains, scuff marks, and dust from baseboards, ledges and corners.

Polish all brass surfaces.

Bellman/Doorman/IRD server

Philadelphia Hotel Monaco - Philadelphia, PA

January 2013 to October 2014

01-25-13- 10-25-14

GSA:

- Warmly greet and welcome hotel guest to the property.
- Assist guest with all luggage relocation, movement, and retrieval.
- Register and ticket guest cars under Monaco's valet system.
- Adhere and comply to all guest related request.

I.R.D:

- Efficiently trained in the use of Red Owl Cafe's aloha system.
- Prepares and preps food for overnight dining.
- Delivers all entrees to guest rooms.
- Effectively multitask between positions.
- Uses great attention to detail when retrieving guest orders for breakfast.

- Professionally answers phone in relation to guest orders.
- Directly prepares and arrange Monaco's morning beverage service.

Intern

Renniasance Airport Hotel - Philadelphia, PA

May 2012 to July 2012

Retrieve all solid linen from guest floors.

Sort and separate solid linen and prepare them for wash and drying.

Operate industrial size washers, dryers, and The Chicago steam press.

Fold all bed sheets after pressing and neatly fold and organize.

Education

Certificate in Managing Housekeeping Operations

The Philadelphia O.I.C - Philadelphia, PA

2012 to 2012

High School Diploma

Potomac Job Corp Center

2007 to 2008

Skills

Proficient In Microsoft Office, Guest Service, Front Desk, Opera pms, Maestro pms, Notifi, Ving card system, Alice Hospitality App, Yardi, Hotsos Hotel Operations, CCure Card systems

Awards

MVP of the week

December 2016

Awarded to the stand out employee of the week.

employee of the week

July 2017

Awarded to the stand out employee of the week.

Certifications/Licenses

Managing Housekeeping Operations

Driver's License

Additional Information

References:

Mr. Byron (Overnight Security Agent)

2157769042

Aliyah Daily (Night Auditor)

(267)752338

Rashid Mildridge (Concierge)

(215) 917-1499

Lamont Myers (Previous Manager)

(267) 902-1721