

NATHAN POSTELL IV

3517 N. Johnson Street #1211, Metairie, LA 70004

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Attn: Hiring Manager / Human Resources

Dear Sir or Madame,

In response to your Operations job posting on Indeed, please find my resume attached to this e-mail for your review. I began my hotel career in 2010 at the Royal Sonesta as an overnight Security guard. A year later, I decided to seek a new opportunity and I was promoted to the Linen & Uniform Manager for the Royal Sonesta. A year and a half after that I was promoted again to Housekeeping Manager which is my current position.

My duties include but are not limited to: creating departmental schedules, monitoring and approving payroll for both contract and hotel housekeeping employees, ordering and processing of housekeeping supplies, products and invoices as well as all linens and uniforms, inspecting hotel guest rooms and public spaces to ensure we are meeting standards for cleanliness and guest satisfaction, driving positive employee engagement, monitoring the departmental budgets and researching/implementing procedures to improve departmental and hotel operations.

In addition to my work within the department, I was a part of the management team that oversaw a \$40 million guest room renovation project at the Royal Sonesta New Orleans and a member of the Housekeeping Task Force for the conversion of The Chase Park Plaza Hotel in St. Louis, MO, a historic hotel originally opened in 1922, now a part of the Sonesta brand.

I am interested once again in expanding my knowledge and experience within the service and hospitality industry and I believe that the Operations position you have available would be a step in that direction.

As the Housekeeping and Uniform Manager for a hotel on Bourbon Street with 20,000 square feet of public space, 483 guest rooms, six public venues and 60 departmental employees, I understand that time is a valuable commodity and I thank you in advance for allowing me some of yours.

Sincerely,

A handwritten signature in black ink that reads "Nate" with a horizontal line underneath.

Nathan Postell IV

References available upon request.

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Dedicated leader with measurable experience in fast-paced, creative restaurant and hotel environments. I enjoy creating memorable guest experiences while building teams through employee engagement. I am looking to expand on my current experience in hospitality via a supervisory position in the areas of Front Office, Rooms or F&B management to continue my growth in the service industry.

EXPERIENCE

JANUARY 2012 – PRESENT

HOUSEKEEPING & LINEN ROOM MANAGER, SONESTA INTERNATIONAL

- Work with Executive Housekeeper in supervising a Housekeeping staff of 65 employees to enforce policies and procedures.
- Coordinate with the Director of Rooms and Executive Housekeeper to develop the department's annual budget.
- Inspect and evaluate physical condition of establishment to include recommendations for painting, repairs, furnishings, relocation of equipment, and reallocation of space.
- Establish and maintain cost control systems for staffing, linen and uniform inventories and cleaning supplies.
- Ensure that quality services are rendered in meeting guest needs while driving loyalty to meet or exceed corporate and shareholder financial expectations.
- Schedule staff according to labor standards and forecasted occupancy while maintaining productivity and labor cost goals.
- Ensures staff is performing to Sonesta Service Standards and serve as acting Executive Housekeeper when needed.

FEBRUARY 2010 – JANUARY 2012

SECURITY OFFICER, SONESTA INTERNATIONAL

- Initiate investigations, write incident and accident reports, monitor investigations to their timely conclusion and ensure appropriate follow-up with guests, visitors and employees, documenting all contacts. Assist supervisor in checking alarm systems, safety and fire equipment systems and maintain accurate records while performing basic office duties.

SEPTEMBER 2007 – MAY 2009

CORRECTIONS OFFICER – CENTRAL LOCK-UP, ORLEANS PARISH CRIMINAL SHERIFF

- Process and gather arrest and booking documentation, fingerprints, and mug shots from incoming inmates/arrested subjects; alert medical officers of emergencies, injuries; continuously engage the inmate population and supervise them.

FEBRUARY 2002 – SEPTEMBER 2007

SUPERVISOR, BARTENDER, TRAINER, HARD ROCK CAFÉ NEW ORLEANS

References available upon request