

NATHAN POSTELL IV

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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.
- Ensure 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.