

Floyd Hemmingway

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REAL ESTATE PROPERTY MANAGEMENT & EXECUTIVE SUITE OPERATIONS

Planning & Preparation ~ Personnel & Office Administration

OBJECTIVE & SUMMARY

To leverage my business real estate / property management and hospitality industry background into a position with The [Company Name Omitted] as *Assistant Development Project Manager*.

- **Fifteen years of management and service experience** including six years of integrated sales and operations experience in executive suite / business center property management.
- Budget development and management of up to \$4 million gross revenues with full P&L responsibility.
- Extensive sales and new business development through entrepreneurial business approach.
- Vendor and employee management of up to 70 staff.
- Strong communicator who draws on finely tuned interpersonal skills to influence critical business decisions.

CORE COMPETENCIES

- | | | |
|---------------------------------------|-------------------------------------|--------------------------------------|
| • Team & Project Leadership | • Facilities Management | • Financial Analysis & Planning |
| • Project Planning & Management | • Personnel & Office Administration | • Policies & Procedures Development |
| • Business Requirements Documentation | • Staff Recruiting & Training | • Contract & Pricing Negotiations |
| • Budgets & Financial Forecasting | • Crisis Management | • Information Systems Administration |

Professional • Organized • Collaborative • Detail-Oriented • Self-Motivated • Entrepreneurial

EXPERIENCE

Name Omitted Management Group – San Francisco, California 1999–2005

With 750 locations across 350 cities in 60 countries, [Omitted] Group centers are strategically located in world capitals, prestigious business hubs, and emerging markets, providing companies with outsourced real estate solutions.

General Manager (2004-2005)

Center Manager (2000-2004)

Assistant Manager (1999-2000)

Fast track promotions to manage sales and operations of two-floor, 60,000 square foot business center in San Francisco's Financial District, which included 62 offices and 198 workstations and ran as the second most profitable business center on the West Coast with annual revenues of more than \$4 million.

Recruited, trained, and coached employees and worked closely with IT consultants to identify and fulfill systems needs. Managed five employees and reported to *Area Operations Director* and *Vice President of Sales*. Clients included INTEL, ING/FURMAN SELZ, DELL COMPUTERS, and the DEPT OF HOMELAND SECURITY.

Key Accomplishments

- Exceeded every quarterly budget for entire San Francisco tenure. Grew occupancy from 78% to 100% and surpassed revenue target by 36%, despite yearly profit target increase of 15%.
- Garnered 98% customer service satisfaction rating company wide and 96% retention of existing customers through strategic contract negotiations.
- Achieved 100% occupancy with 92 full time companies utilizing space and services.
- Sustained 100% staff retention during four years in San Bruno.
- Directed construction project to meet Department of Homeland Security standards and new tenant specifications.

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[Name Omitted] Restaurant Company – Palo Alto, California

1995–1999

GENERAL MANAGER, [Name Omitted] (1998–1999)

ASSISTANT GENERAL MANAGER, [Name Omitted] Restaurant (1995–1998)

Promoted to manage operations at flagship restaurant – the company’s highest volume store. Implemented new business plan to revive distressed restaurant and maximized sales through advertising and promotional campaigns with the Chamber of Commerce and Silicon Valley charities.

Helped drive sales to new company record of \$4 million per year. Coordinated on- and off-site banquets and events, training seminars, and motivational groups. Recruited, trained, and managed 70 people. Directly reported to *CEO*.

Key Accomplishments

- Gained net profit within two months by restructuring menu using price point analysis and renegotiating vendor contracts.
- Successfully managed the flagship restaurant, representing highest volume in company.
- Rebuilt company image by re-training frontline employees to provide impeccable service.
- Developed Café concept to existing [Omitted] Restaurant Company profile as a profitable business venture.

Family Restaurant, Inc., [Name Omitted] – San Mateo, California

1993–1995

TRAINER (1994–1995)

INTERN (1993–1994)

Completed research project and internship through SFSU to measure restaurant quality, safety, and sanitation. Assessed existing programs and implemented structured training schedules.

[Name Omitted] Enterprises, Peninsula [Omitted] – San Mateo, California

1987–1993

SERVER CAPTAIN & MENU PLANNER

Planned, organized, and delegated job tasks to peers through role as server captain. Worked with food and beverage director to ensure accurate menu planning for residents with dietary restrictions. Managed room service, food-service, restaurant hosting, banquets, and special events.

EDUCATION / CERTIFICATION

Bachelor of Science, 1993

San Francisco State University, San Francisco, California

Minor: Business Administration

[Name Omitted] Restaurant Company

Culinary Management Program

TECHNICAL PROFICIENCIES

Microsoft Office Suite: Word, Excel, PowerPoint, Publisher, Outlook; Network Structure LAN / WAN, PeopleSoft CRM; Pivotal; and the Internet. Desktop Support and Nortel PBX Programming

VOLUNTEER HIGHLIGHTS

The Leukemia & Lymphoma Society

Team in Training • *Events, 2002-2005*

The Surfrider Foundation • *General, 1990-2005*

Ronald McDonald House • *Host, 1996-1999*

Red Cross, Palo Alto • *Chef, 1996-1999*

Dreams Happen • *Chef, 1996-1999*

ASSOCIATIONS

The Hospitality Management Society

National Hotel & Restaurant Association

Office Business Center Association Intl.