

Caleb Hughes

Hotel Sales Coordinator

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SUMMARY

Hotel sales coordinator with 4 years in hotel operations and sales, including 2 years supporting 5 sales managers at a 420-room downtown Nashville hotel. Builds proposals, contracts and banquet event orders in Delphi, keeps Opera PMS group blocks accurate, and handles the details that let managers focus on closing.

EXPERIENCE

Hotel Sales Coordinator

06/2024 - Present

Music Row Grand Hotel

Nashville, TN

420-room full-service hotel with 32,000 sq ft of event space.

- Draft **60** proposals and group contracts a month in Delphi for 5 sales managers and the director of sales.
- Build group room blocks and rooming lists in Opera PMS, with zero block-to-system variances in 2025 audits.
- Create banquet event orders for 40 events a month and review menus, setups and timelines with catering.
- Compile weekly sales reports on leads, tentatives and definite bookings using the Microsoft Office Suite.

Front Desk Agent

08/2022 - 05/2024

Cumberland River Inn

Nashville, TN

180-room select-service hotel near the convention center.

- Registered up to **150** guests a night during conventions and resolved billing and room issues at the desk.
- Earned 14 guest-review mentions by name in 2023 for customer service on sold-out weekends.
- Balanced cash and credit reports in Opera PMS, with attention to detail across 3 night audits a week.
- Coordinated arrivals for 20 tour and wedding groups with the sales office, matching rooming lists to reservations.

Banquet Server

09/2020 - 05/2022

Blue Raider Conference Center

Murfreesboro, TN

Conference and wedding venue near campus; part-time during college.

- Served plated and buffet events for 100 to 400 guests, working about **6** events a month.
- Set rooms from banquet event orders, matching table counts, linens and AV to each floor diagram.

SKILLS

- Delphi
- Opera PMS
- Microsoft Office Suite
- Banquet Event Orders
- Group Contracts
- Room Blocks
- Sales Reports
- Customer Service
- Organizational Skills
- Attention to Detail

EDUCATION

Bachelor of Science

Middle Tennessee State University

Hospitality and Tourism Management

Murfreesboro, TN

05/2022