Carlos Reyes

Manager on Duty

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SKILLS

- Hotel Operations
- Customer Service
- Service Recovery
- Cash Handling
- Incident Reporting
- Property Management Systems
- Basic Math Skills
- Computer Skills
- Leadership
- Communication Skills

EDUCATION

Bachelor of Science

05/2021

University of Nevada, Las Vegas

Las Vegas, NV

Hospitality Administration

SUMMARY

Manager on duty with 5 years in hotel operations, now overseeing evening shifts at a 650-room hotel and casino in Las Vegas. Makes the call on guest complaints, comps and security incidents, checks shift cash and walks every department to keep customer service on track. Uses basic math skills and computer skills daily for shift reports.

EXPERIENCE

Manager on Duty

09/2023 - Present

Desert Rose Hotel & Casino

Las Vegas, NV

Hotel and casino with 650 rooms, 3 restaurants and a 40,000-square-foot gaming floor.

- Manage evening hotel operations for up to **1,300** guests across front desk, housekeeping, valet and room service.
- Resolve 20 to 30 escalated guest issues a shift with service recovery comps within a $500 nightly limit.
- Coordinate security, engineering and medical responses to about 15 incidents a month, filing incident reporting by shift end.
- Review shift cash handling, labor and occupancy reports, catching $12,000 in posting errors in 2025.

Front Desk Supervisor

06/2021 - 08/2023

Henderson Springs Hotel

Henderson, NV

Hotel with 300 rooms and a conference center.

- Led a 9-person front desk team and built schedules for 3 shifts in the property management systems.
- Trained 12 new agents on check-in, cash drawers and guest service standards.
- Raised the hotel's arrival experience score from 81 to 88 in 18 months.
- Handled walk-ins and overbookings on sold-out nights, relocating guests with written apologies and next-stay offers.