

Lenny D. Swinton Jr.

Assistant Director of Rooms | Operations Management

Professional Affiliations

A rooms leader with over ten years of experience in the hospitality industry, I am currently the Assistant Director of Rooms at Hyatt Hotels Corporation. My mission is to deliver exceptional guest service, optimize room revenue and occupancy, and ensure operational excellence and efficiency in the front office and housekeeping departments.

Education

Bachelor of Science in Hospitality Management

University of South Carolina

Columbia, SC May 2014

Work Experience

Front Office Operations | Myrtle Beach, SC | Four Points by Marriott |

June 2024-Present 158 Keys

Task Force Consultant Transformation Hospitality Solutions May 2024-Present

Collaborated with THS to establish and enhance operational field support.

- Task Force Experience: Dream Hollywood: 1-week assignment. Management support. 178 keys

Assistant Director of Rooms Hyatt Centric Buckhead Atlanta

November 2021-October 2023 218 Keys

Pre-Opening Assistant Director of Rooms-Front Office and Housekeeping

- Created all SOPs for front office operation
- Endorsed a new incentive program for 10+ colleagues, leading to a 65 % productivity in the first year.
- Contracted negotiation for hotel Laundry services and Valet partners.
- Led successful operation integration ranging from company branding to software platforms.
- Managed, recruited, onboarded, and developed colleagues.
- Managed and ordered Front office and Housekeeping supply inventory
- Tracked room revenues, occupancy percentages and other front office operating statistics to ensure •
Ensure outstanding customer care at all times.
- Prepared and Led performance reporting related to all departments.
- Created and conducted impromptu guest room inspections; achieving guest room cleanliness goal at 96% •
Top Ten Hyatt Centric Hotel in all America.

Task Force Consultant San Diego, CA Transformation Hospitality Solutions

April 2021-October 2021

Collaborated with THS to establish and enhance operational field support.

Task Force Experience:

- Hyatt Regency Denver Tech Center: 4-week assignment. Management support.
- Hyatt Regency Pittsburgh International Airport: 4-week assignment. Management support.
- Marriott Syracuse Downtown: 4-week assignment. Management support.

Front Desk Manager Savannah, GA Hyatt Regency Savannah

January 2019-March 2020 351 Keys

- Lead the front office operation and supervised a team of 25 to ensure all front office team members deliver the brand promise and provide exceptional guest service.
- Championed and ensured the front office was on pace to meet the \$150,000 upsell goal from corporate.. ● Responsible for the training, coaching and discipline of the front office team.
- Monitored performance of front desk staff and recommend disciplinary action or human resources related actions in accordance with company policies
- Managed labor hours and ensured the front office is on pace to meet corporate goals.
- Ensured company policies are adhered to, relating to financial record keeping, money handling and licensing including timely and accurate report of financial information.
- Ensured daily VIPs, special request rooms, long stay guest rooms are pre-blocked in advance. Work with Housekeeping to ensure each room is prepared with appropriate amenities.
- Performed any additional tasks requested by management

Executive Housekeeper Savannah, GA Hyatt Regency Savannah

March 2018-January 2019 351 Keys

- Managed and Oversaw 70-90 housekeeping staff
- Managed and coordinated all departmental team members in the various work assignments to ensure the housekeeping department runs efficiently and productively in providing excellence in cleaning services to the guests and owners. Routinely inspect units and common areas to ensure they are in compliance with departmental standards.
- Monitored hotel guest requests and compliance, resolving issues and coordinating efforts with other departments as necessary to provide excellent service
- Ensured accurate inventory levels of linens and supplies.
- Develop and lead the execution of processes and procedures to exceed Guest expectations and to deliver consistent high-quality Guest Service
- Trained and onboarded a new staffing company to meet Hyatt Hotel & Resorts requirements.

Assistant Executive Housekeeping Jacksonville, FL Hyatt Regency Riverfront

June 2016-March 2018 951 Keys

- Managed the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concourses, seating areas, washrooms, restaurants, suites, and all public spaces.
- Planned, organized and coordinated team members to ensure the highest degree of guest satisfaction.
- Purchased, re-order and maintain housekeeping supplies and inventory.
- Conduct pre-event inspections of all rooms and public areas prior to guest's arrival.
- Recruited, scheduled and trained all new housekeeping colleagues.
- Maintained the housekeeping budget, providing billing summaries and expenses for all PO's. ● Ensured the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.

Front Office Assistant Manager Jacksonville, FL Hyatt Regency Riverfront

January 2015-June 2016 951 Keys

- Provided a high level of customer service and maintained a high profile in the day to day front office operations. ● Assisted with Financial Performance (Up selling, Room Revenue, Operation Auditing).
- Handled any guest complaints or contentious issues that cannot be settled directly by team members and provided a fast solution.
- Reviewed arrival list for all arrivals and VIPs to check room allocations, amenities and special requests.
- Involved in recruitment of new team members for the front office.

Guest Services Supervisor Jacksonville, FL Hyatt Regency Jacksonville Riverfront

November 2014-January 2015 951

- Supervised team members performing Guest Service duties as required, including: Restaurant reservations and recommendations, ground transportation, bell and door assistance, greeting guests, answering the telephone, and operating the front office computer systems.
 - Managed the Guest Services and Front office team in order to provide a high standard of service for customers • Ability to explain hotel products, services and other information about the hotel as requested • Coordinated scheduling and accounting procedures.
 - Monitored department meetings and social events
- Corporate Management Trainee** Orlando, FL Hyatt Regency Grand Cypress June 2014-November 2014 (853 Ke)
- Analyze hotel customer service systems on a monthly basis to understand hotel challenges • Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise. Inform all Front Office staff of daily activities, group and VIP arrivals as well as special requests and repeat guests.
 - Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate.

Hyatt Hotels Corporate Rooms Intern Monterey, CA Hotel and Spa

May 2013-August 2015 50 Keys

Under the direction of the Executive Rooms Director and Hotel Assistant Manager, I:

- Administered services and ensured optimal levels of customer service and satisfaction
- Developed and managed guest newsletters and activities schedule on and off hotel property
- Assisted in analyzing problems in hotel and provided permanent solutions for same

Systems:

- *Opera, Colleague Advantage, Reserve, Light speed, Kronos, Opera cloud,*

Temporary Assignment

- **The Bellevue Hotel** Philadelphia, PA Hotel Operations May 2022-June 2022 179 Keys
- **Hyatt Centric Nashville** New York City, NY Hotel Operations Dec 2021-Dec 2021 282 Keys
- **Grand Hyatt New York** New York City, NY Hotel Operations Oct 2017-Nov 2017 1296 Keys
- **Hyatt Regency Jacksonville** Jacksonville, FL Hotel Operations Oct 2014- Nov 2014 951 Keys