

# JASON R. PREUS

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## EDUCATION

### BACHELOR OF ARTS, CRIMINAL JUSTICE STUDIES

- University of Nevada, Reno, 2010-2014
- Additional advanced coursework in communication and psychology.
- University Studies Abroad Consortium: *Puntarenas, Costa Rica*

## WORK EXPERIENCE

### Senior Facility Manager & Senior Manager SP+ ( Lake Tahoe Area)

April 20' - Present

- Delivering premier customer service to our clients. Hired, on-board, trained nearly 40 new employees during the pandemic for our clients to ensure the best possible service for their high expectations guests. Saw low levels of turnover and promoted from within to maximize the quality of life for employees in my divisions.
- Maximizing profitability through revenue development, facility marketing, cash control procedures and expense reviews. Annual revenues of \$3,000,000 with expense management of over \$2,000,000
- Managing 60 direct reports across four separate departments ( Valet, Bell, Shuttle, Ski Concierge) at multiple luxury locations simultaneously.
- Offering additional products and services to our clients and prospective clients. During 2020 I took responsibility for creating and implementing four new departments within luxury and non luxury hotels. Worked with clients on bargained multi year contracts where we could increase guest satisfaction and still maintain or increase revenues.

### Facility GM | The Ritz-Carlton Club, Lake Tahoe

Apr. '17 – Apr 20'

- Responsible for overseeing multiple departments throughout the front office team, including: concierge, front desk, call center, hotel audit and guest services.
- Daily responsibilities included: creating weekly schedules, managing purchases and payroll, overseeing commissions for employees, hiring, and creating development training for current and future employees.
- Leading daily and weekly meetings within own department, as well as with all hotel staff; tasks including creating PowerPoint presentations and original training programs.
- Acting Manager on Duty, including tasks such as: following up with guest incidents, responding to emergency situations, and communicating with other department leaders in the hotel.
- Sent out on specialized task force at other Ritz-Carlton brand hotels including The Ritz-Carlton Central Park and The Bacara, Santa Barbara. Tasks included assisting with hotel openings and other long-term assignments.
- Oversaw overnight hotel operations for six months. Tasked with running the nightly audit, verifying guest payments and refunds, and managing all departments without assistance from Senior Management.

### Guest Experience Expert + Supervisor | The Ritz-Carlton, Lake Tahoe

May '15 – Apr. '17

- Assisted guests with checking in and out of the hotel, processed guest payments, and assisted guests throughout their stay.
- Developed expert knowledge of various hotel computer systems, including: OPERA, MYSTIQUE, MICROS & PBX
- Trained in multiple positions, including: concierge, call center agent, and guest relations.
- Empowered with the ability to tackle guest opportunities and strive to find solutions to continue guest engagement with the Ritz-Carlton brand.

## ACCOMPLISHMENTS

- Increased in-person room revenue upsells by \$300,000 for both 2016 and 2017. Most in the western region for both years .
- Increased Guest Satisfaction Scores at the Ritz-Carlton Club, Lake Tahoe by 10% year over year to 89% for the year ( 2019).
- Perfect performance audit scores by Forbes Travel and The Ritz-Carlton for the Front Desk & PBX (2016, 2017).
- The Ritz-Carlton's 5 Star Employee of The Quarter Award (2016, 2017, 2019).
- Increased revenue for SP+ nearly 100 % by offering additional services during the winter season and acquiring hotel's previously managed existing departments ( 2020-2022)