



MALLORY MCKENDELL

A DESTINATIONS ENTHUSIAST

and electric **Hotel Sales Team** candidate, full of industry experience, passion for travel & events, and professional ingenuity. Eager to join a strong sales force powered by departmental achievement, profitability, growth goals, and customer satisfaction.

THE BEVERLY HILTON • APR 2016-PRESENT • GROUP ROOMS COORD.

- Full-scope facilitation of meticulous group contracts, rooming lists, A-list bookings and corresponding billing needs.
- A range of sales & events support to select VIP clientele, including former presidents and political staff, top media outlets, and the sports & entertainment circuit.
- Comfortably assumes departmental leadership as called upon; identifying targeted goals, task delegation, fueling team effort, success analysis & pickup reporting.

L.E. HOTEL COLLECTION • JUN 2009-DEC 2015 • ADMINISTRATOR

- Jun 2009 multi-property inbound Reservationist for group sales and corresponding needs; oversaw the accuracy of inventory, corporate contracts, group rates, billing and VIP setup across Luxe Hotels of the L.E. Hotel Collection.
- Dec 2013 Career Promotion to an Administrator for L.E. Hotels directly; Accessed multi-faceted computer programs to generate partner-property rates, room types, policies, promo initiatives & packages throughout the entire L.E. Collection. Created, analyzed and disbursed related reports.
- Interfaced with all levels of the brand's worldwide members to produce large batches of content and offer teams training on this process.

MARINA INT'L HOTEL • OCT 2008-FEB 2009 • SALES MANAGER MARINA DEL REY HOTEL • APR 2007-OCT 2008 • CATERING COORD.

- Sister properties collaborated in my assignments to competitively book group business from all market segments; renegotiated solid proposals to revive existing accounts, launched creative web-based initiatives to garner new accounts, and performed all associated admin. & financial tasks.
- Commanding roles during site inspections and statewide trade exhibitions.
- Routinely exceeded sales markers by as much as \$66,000 cooperatively.

engages the hospitality industry with a dynamic passion for servicing tourism and events. And while a part of the **Luxe Hotels** team, along with our continued collaborations, I've witnessed those instincts grow into a strong set of digital & interpersonal skills, solely concentrated toward hotel sales - offering groups exceptional and gratifying experiences.

Katrina Butts, Former Dir. of Sales

I have every confidence that her tenacious preparation and cultivated talents will complete the missing piece of your properties revenue staff profile.

CONTACT

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EXPERTISE

QnQ Front Desk/R&I	● ● ● ● ●
Passkey Group Max	● ● ● ● ●
FMS	● ● ● ● ●
Opera	● ● ● ● ●
Delphi	● ● ● ● ●
Synxis	● ● ● ● ●

- ★ Hilton; two consecutive years of Group Max scores at top 5 percentile
- ★ Hilton; Team Member of the Month First Quarter 2017
- ★ MDR Hotel; self-generated \$100,000+ in group sales within a single quarter.

EDUCATION

The Beverly Hilton • Management Training
West L.A. College
Saint Mary's Academy