



What is a P.A.G.S.

(Professional Accomplishments and Growth Summary Form)
And how can it help you get you a job?



The Professional Accomplishments and Growth Summary (P.A.G.S) is a specially designed document used to identify your specific strengths, career highlights, areas of competency, professional accomplishments and successes which make a significant impression when Renard International Hospitality's personnel consultants introduce you to market-leading companies.

PROFESSIONAL ACCOMPLISHMENTS AND GROWTH SUMMARY

CANDIDATE NAME

PROFILE:

Example:

- A dynamic, results-oriented business professional with strong leadership qualities.
- Nineteen years of proven accomplishments in Sales, Marketing, Management, Operations, Business Planning and Training.
- Record of profitability in sales; highly motivated
- an achiever who sets and reaches goals.
- open, highly participative manager.
- A positive, creative and dedicated individual with sound business judgment.
- an able problem-solver, trouble-shooter and decision-maker.
- A team builder with strong interpersonal and communication skills.

HIGHLIGHTS:

Example:

- Multi-unit specialist who has managed operations with annual sales in excess of \$16M.
- Eighteen years experience in hotels and resorts, accomplished enhanced service levels, raised product quality, created team environments, implemented systems and controls both administrative and operational thereby raising bottom-line profitability.
- Skilled P&L analyst with proven track record that reflects consistent and significant, revenue and profit increases.

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- Quality / cost control expert who is committed to building teams of like-minded
- professionals who consistently provide superior products and service while maximizing the efficiency of the operation.
- Sales and marketing specialist who maximizes revenues and increases profits.
- Motivational leader and active team participant; currently responsible for directing a diverse staff of over 100 professionals.
- Human resources specialist who develops loyal teams through mutual respect, and stressing the professional and personal growth of fellow teammates.
- Responsive to issues and concerns in an immediate and proactive manner. Developed many supervisors and managers for advancement.
- Multi task expert who is poised and decisive in high pressure / crisis situations.
- Accomplished “hands-on” operations manager with 18 + years of experience in all facets of food and beverage management, including: private and corporate owned high-volume restaurants, simultaneous management of multi-purpose units, gourmet fine dining and wine / beverage service for off-premises catering and high volume upscale banquet service, event sales & consultation, and conference / convention planning for 5000 + guests.

ACCOMPLISHMENTS:

Example:

Marketing

In-depth knowledge of branding including conceptual design, PR, point of sale, promotions, merchandising, internal communications activities and advertising campaigns.

- Development and integration of the communications strategy consistent with the hotel’s brand identity and image. Oversaw all communications of plans, budgets and strategies.
- Directed the total marketing functions of advertising, promotions and media relations. Hands on experience in market research and forecasting, product and service development, cost/price analysis and development and profitability studies.
- Developed strategies and created new value added product lines and packages. Contributed significantly to company growth through a combination of well-developed instincts for what will sell and a strong grasp of the marketplace and travel trends.
- Created synergies and joint venture campaigns with other organizations with related luxury products and services like Banks, Credit Card Companies and Airlines.

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Sales and Customer Service

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Understands that it is the customer service effort that supports the sales function, before and after the fact. This includes providing information to prospective and existing clients, resolving or better yet avoiding grievances and actively making sales.

- Organized sales departments and developed a professional sales team.
- Implemented action plans and revenue management strategies.
- Managed and serviced accounts including performance measurements, established strong customer rapport and lasting business relationships.
- Active solicitation, selling and confirmation of Group (MICE market), Corporate and Wholesale Tour contract business to meet budgeted goals and profit objectives.

Management and Operations

Managed for results, utilized the skills needed to bring together cross-functional teams for bottom-line results. Used creative and visionary management techniques. Used management teams to develop and implement strategies and establish a framework to achieve plans and action programs. Established tools to measure results and take corrective action by creating systems and procedures. Generated synergistic relationships to create the sparks for tomorrow's solutions.

- Established objectives, quality assurance guidelines developed policies, systems and procedures including manuals to streamline reports and work flow. Instilled in staff the importance of professionalism and consistency in service delivery.
- Planned, organized and directed the financial aspects of the hotel, including budgets, forecasts, reports and accounting.
- As a Manager leading a team of about 100 associates I am directly responsible for all services and programs initiated.

Planning and Training

Broad based familiarity with corporate strategic planning and implementation. Created long range strategic plans to define the vision of the company, it's mission and objectives. Experience in new techniques in Policy Development. Carefully train teams to maximize motivation and prepare them for peak performance.

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- Conducted training and seminars to motivate associates and improve performance. Developed training materials for Front Line and Reservations Telephone Sales Training.
- Implemented the “Absolute Care” Standards and Guide, developed the implementation plan,

established Vision for the organization and Mission Statement for the Administration, therefore establishing goals for the future.

- Developed a Comprehensive Policy Manual, encompassing Administration, Human Resources and Finance the framework to formulate ethical decisions.

MEMBERSHIPS:

Example:

- Alumni Director
- Class Officer
- Hotel Ezra Cornell-Managing Director
- Visiting Lecturer
- Teaching Assistant: Food and Beverage Curriculum
- University Wine Course

EXPERIENCE IN THE FOLLOWING MARKETS:

Example:

- Corporate
- International
- Domestic
- FIT
- Group
- SMURF
- Incentive
- National Sales
- Tour and Travel

The Professional Accomplishments and Growth Summary will help to facilitate the often-formidable process of self-assessment and allow you to be as objective as possible in gauging your qualifications.

A Professional Accomplishments and Growth Summary is more informative than a resume could ever be by providing the reader will highly in-depth information and helps us to properly determine your levels of professional expertise and acumen.

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SELF-EVALUATION FORM

Please Read Carefully

1. "What is a Self-Evaluation Form?"

The Self-Evaluation Form is a tool used to make a significant impression when Renard Hospitality's personnel consultants introduce top-caliber professionals to market-leading companies.

2. "What are the benefits of completing the Self-Evaluation Form?"

When you thoroughly and thoughtfully complete a Self-Evaluation Form, you will enjoy four primary benefits:

- i) A Self-Evaluation Form helps to facilitate the often-formidable process of self-assessment and allows you to be as objective as possible in gauging your qualifications.
- ii) A Self-Evaluation Form is more revealing than a resume could ever be and helps us to properly determine your levels of professional expertise and acumen.
- iii) Self-Evaluation Form helps us to better represent you by emphasizing unique and attractive elements of your skill set and experience, as well as the ways you could contribute to our clients' bottom line profitability. This helps us deliver a powerful presentation to top companies.
- iv) A Self-Evaluation Form helps you to prepare yourself to "nail" any interview and secure the job you want with the company you want.

3. How do I complete the Self-Evaluation Form?

- i) Block a sufficient amount of time to complete this very important exercise. (60 -90 minutes should be a minimum) DON'T RUSH IT!
- ii) Analyze yourself and what you have done. Always keep in mind that companies are interested in only three things: a) making money, b) saving money and, c) staying around to do more of both indefinitely. ALWAYS KEEP IN MIND THAT NUMBERS TALK...!
- iii) Be able to answer the questions: "WHY SHOULD A POTENTIAL EMPLOYER HIRE ME OVER ANY NUMBER OF EQUALLY QUALIFIED PEOPLE?" (You can bet that you'll be asked this question in an interview)
- iv) Type in your previous accomplishments and potential benefits in the areas provided. This form will expand as you type: IF YOU THINK IT, TYPE IT!
- v) Don't be afraid of giving too much information and don't be afraid of appearing arrogant. Remember: it isn't bragging if you've done it.



SELF-EVALUATION FORM	
Name:	_____
Current Company:	_____
Position/ Title - Current:	_____ Salary (Optional) _____
Position/ Title - Desired:	_____ Salary (Optional) _____

<p>GENERAL "STELLAR" PERFORMANCE</p> <p>Brag about yourself: What have you done to stand out among your peers? Why would our clients want to hire you? What can you do for our clients?</p>	<p>ACCOMPLISHMENTS (What have you done?)</p>
	<p>BENEFIT (Potential value to client)</p>
<p>EDUCATION</p> <p>How has your education prepared you to help our clients move forward?</p>	<p>ACCOMPLISHMENTS (What have you done?)</p>
	<p>BENEFIT (Potential value to client)</p>



COST SAVINGS What have you done that has resulted in cost savings for your company? What were the circumstances? How did your results compare to others?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
REVENUE GENERATION What have you done that has resulted in revenue generation for your company? What was the percentage or dollar contribution? Did you have a unique approach or different results from others?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
PRODUCTIVITY IMPROVEMENT How have you contributed to improving workplace efficiency? Can you support this with figures?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
	ACCOMPLISHMENTS (What have you done?)



PROBLEM IDENTIFICATION What problems have you identified that may have been previously overlooked? What was the problem? What was the solution? Why was it overlooked?	
	BENEFIT (Potential value to client)
OBJECTIVE ESTABLISHMENT Did you help establish any new goals for your department or company? Did you convince management that they should adopt these goals and objectives? Why were they adopted?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
PROJECT ASSUMPTION Did you ever undertake a project that was not part of your responsibility just because you liked the problem?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
JOB REDEFINITION	ACCOMPLISHMENTS (What have you done?)



Did you change the nature or scope of your job? Why or how did you redefine your position? Have others with similar positions had their positions redefined because of you? Were there changes in responsibility because of this? What were they?	BENEFIT (Potential value to client)
MISCELLANEOUS FEATURES How else can you benefit a potential employer?	ACCOMPLISHMENTS (What have you done?)
	BENEFIT (Potential value to client)
CAREER ARC Where do you see yourself in:	ACCOMPLISHMENTS (What have you done?)
	6 Months: _____
	12 Months: _____
	5 Years: _____
	BENEFIT (Potential value to client)



	6 Months:
	12 Months:
	5 Years: