Christy Dockery

Business & Operations Leader

Kansas City, Missouri
(816) 682-7249
dockery.c1@icloud.com

PROFESSIONAL SUMMARY

Accomplished business and operations leader with more than 30 years of progressive experience, advancing from an entry-level housekeeping position to Dual Property General Manager through dedication, continuous learning, and a commitment to excellence. Proven success leading multi-property operations, managing financial performance, developing high-performing teams, and creating exceptional guest and associate experiences. Recognized for mentoring future leaders, improving operational performance, and building positive workplace cultures.

CORE SKILLS

Operations Management	Team Leadership	Customer Experience
Performance Management	P&L Management	Problem Solving
Associate Development	Revenue Management	Strategic Planning

PROFESSIONAL EXPERIENCE

Dual Property General Manager – RHW Hotels
Fairfield Inn & Suites by Marriott / TownePlace Suites by Marriott | 2017–Present

- Lead daily operations for two Marriott-branded hotels totaling 235 guestrooms.
- Direct and develop a team of 60+ associates across multiple departments.
- Manage financial performance, budgeting, revenue management, staffing, and operational excellence.
- Mentor department leaders and support employee growth through coaching and leadership development.
- Ensure compliance with Marriott brand standards, safety requirements, and quality inspections.

General Manager – RHW Hotels
Fairfield Inn & Suites by Marriott | 2006–2017

- Managed all hotel operations, financial performance, guest satisfaction, and team development.
- Built a strong culture of accountability, service, and continuous improvement.
- Led hiring, training, budgeting, forecasting, and strategic planning initiatives.

General Manager – Hulsing Hotels
Clarion Hotel Kansas City Airport | 2004–2006

- Directed all hotel operations, including staffing, budgeting, guest satisfaction, and financial performance.
- Recruited, trained, and developed hotel associates and department leaders.
- Implemented operational standards that improved guest satisfaction and team performance.

General Manager
Holiday Inn Express Kansas City Airport | 2002–2004

- Directed all aspects of hotel operations as the property's sole manager.
- Managed sales, staffing, budgeting, guest satisfaction, and daily operations.
- Achieved record-setting revenue performance while maintaining exceptional guest satisfaction scores.

Front Desk Manager
Holiday Inn Kansas City Airport | 1999–2002

- Built and led a high-performing front office team recognized for outstanding guest service.
- Improved Guest Satisfaction Scores through a culture focused on service excellence.

Sales Manager
Holtze Executive Village | 1998–1999

- Recruited by the Director of Sales to join the opening team for a new hotel, recognizing my operational knowledge and commitment to guest service.
- Assisted in launching hotel sales operations, helping establish procedures and build relationships with corporate and group clients.
- Contributed to the successful opening of the property as part of the hotel's founding sales team.

- Gained valuable experience in hotel openings, business development, and cross-functional collaboration.

Front Desk Manager / Catering Sales Manager
Holiday Inn Citi Centre | 1996–1998

- Recruited by a General Manager to relocate and join the leadership team based on prior performance and leadership potential.
- Led front office operations, focusing on guest satisfaction, team development, and daily operational excellence.
- Earned additional responsibility through promotion to Catering Sales Manager, managing group events, client relationships, and event coordination.
- Expanded experience in both hotel operations and sales, developing a well-rounded understanding of hospitality management.

Holiday Inn Clinton, Missouri | 1994–1996

- Began hospitality career as a Housekeeper before quickly advancing to Front Desk Agent and Night Auditor.
- Assisted restaurant and banquet operations, gaining experience across multiple hotel departments.

Built a strong operational foundation and understanding of hotel operations from the ground up.

EDUCATION

Western Governors University
Bachelor of Science, Business Management ***(In Progress)***
Expected Graduation: 2028