

# Mike Molloy

*Tour Director | Student, Educational & Performance Travel*

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► [Group Tour Venue Introduction](#) | Gateway: BNA (Nashville, TN)



## Professional Summary

Tour operations and guest experience professional with 15+ years supporting student, educational, and performance-based travel programs. Extensive experience managing group logistics, schedules, and accountability across tightly timed, multi-day itineraries, serving as the on-site point of responsibility for group movement, communication, and issue resolution from arrival through departure. Brings calm, steady leadership and a strong focus on keeping groups aligned when conditions change.

## Relevant Experience

### Grand Ole Opry Entertainment — Nashville, TN

**Group Sales Manager** | Aug 2011 – May 2021

Supported high-volume group visits for one of the most recognized entertainment venues in the U.S.

- Served as primary point of contact for tour professionals and student/adult groups visiting the Grand Ole Opry, Ryman Auditorium, and related attractions
- Coordinated group itineraries and arrival logistics across transportation providers, venue operations, and guest services, executing fixed schedules under tight time constraints.
- Advised group leaders on arrival, seating, accessibility, guest flow, and show-time constraints

### Gaylord Opryland Resort & Convention Center — Nashville, TN

**Supervisor / Narrator** — Delta Riverboat Company | 2007 – 2011

- Led and accompanied guest groups through guided tour experiences from start to finish, maintaining full responsibility for safety, narration, timing, and departures
- Delivered live, destination-focused narration to guest groups, adapting content in real time to maintain engagement, clarity, and schedule adherence

**Reservations & Call Center Agent** | 2005 – 2007

- Supported guest reservations and service recovery in a hospitality and attractions environment

### Disney Cruise Line — Disney Magic

**Automated Systems Rigger** | Dec 1999 – Jan 2001

- Shipboard role supporting live production in a multi-day, safety-critical, guest-facing environment

### Walt Disney World (Fantasmic!) & Cirque du Soleil (La Nouba)

**Entertainment Technician** | 2001–2005

### Independent Contractor — Logistics & Guest Services (Amazon Flex, Uber)

2021–Present

## Education

**Bachelor of Arts — Theatre**, University of Kentucky

**TripSchool — Tour Directing Fundamentals** (In Progress)