

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
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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
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Reservations & Call Center Agent | 2005 – 2007

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