

Anthony Brown

Hotel Manager

AREAS OF EXPERTISE

Guest Relations

Corporate Hospitality

Human Resources

Guest Experience

Sales & Marketing

Front Desk Management

Managing Housekeeping

Customer Service

Performance Management

Hotel Operations

Restaurant Management

Food & Beverages

Business Administration

Event management

CAREER STATEMENT

"I feel that my greatest strengths are firstly my strong commitment to giving all hotel guests the best possible experience. Secondly my skill at working efficiently as part of a team, and forming solid personal bonds with other staff members. Thirdly my desire to do everything possible to ensure that my hotel not only meets but indeed exceeds all of the goals and targets set for it."

Anthony Brown

PERSONAL SUMMARY

An outgoing, dynamic and sales focused professional who has a relentless drive to deliver more than just results. Anthony has a track record of effectively leading and managing all aspects of a hotel, and of making guests feel cared for, valued, and respected. As a true hands on leader, he is not afraid to jump in and assist wherever he is needed, and will do everything he can to deliver results that will contribute to the overall mission and success of a business. He possesses an analytical and expedient approach to problem solving which always results in a win/win resolution for all parties. He has the self assurance that enables goals to be achieved, and is constantly looking to introduce new products and services that will meet the needs of tomorrow's savvy global travellers.

Right now he is looking to develop and progress his career with an ambitious, award winning hotel which is looking to recruit talented professionals.

CAREER HISTORY

Five Star Hotel - Birmingham

HOTEL MANAGER Jul 2011- Present

Responsible for maintaining visibility with guests at all times, and for assisting to run a hotel that has 150 guest rooms and suites, 15 conference rooms, 2 restaurants, a lounge and a heated indoor pool.

Duties

- Using hotel resources to maximize guests' satisfaction & optimize revenues.
- Representing the hotel in the market place and develop relationships with key accounts.
- Analysing statistical information and drawing conclusions from it.
- Developing and implementing staff training programs.
- Ensuring the accurate and timely submission of payroll data to the corporate office.
- Continuously developing the hotels brand.
- Attending tourism trade fairs and exhibitions.
- Providing the hotel owners with regular reports on the hotels operating objectives and fiscal performance.
- Aggressively managing all the independent revenue and expense areas to ensure profitability.
- Conduct disciplinary actions against staff, including terminations.
- Accurately forecasting revenues/expenses.

Quality Hotel - Coventry

ASSISTANT HOTEL MANAGER Feb 09 - Jul 11

Having ultimate responsibility for the overall operation of the hotel. Also in charge of delivering results exceed guest satisfaction and financial performance objectives.

Duties:

- Establishing priorities consistent with the hotels objectives.
- Administering and enforcing hotel policies and procedures.
- Resolving customer complaints in a timely and professional matter.
- Building strong relationships with companies that supply the hotel.
- Developing relationships with the local business community.
- Helping to develop management talent by acting as a mentor to supervisors and team leaders.
- Offering support and guidance to junior team members.
- Promoting hotel services and facilities to guests at every opportunity.

PERSONAL SKILLS

Service orientated

Responsiveness

Leadership skills

Professional judgement

Problem solving

Super organised

Decision making

Energetic

Self control

Excellent communicator

Tactful & articulate

Problem solving

Well organised

Influencing skills

PROFESSIONAL

Fire Safety Certificate

Advanced First Aid

French Speaker

German Speaker

PERSONAL DETAILS

*Anthony Brown
Dayjob Ltd
The Big Peg
Birmingham
B18 6NF
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Hospitality Company – West Midlands

EVENTS MANAGER Aug 2008 – Feb 2009

Government Office – West Bromwich

OFFICE ASSISTANT Jun 2007 – Aug 2008

Clothes Store - Dudley

SALES ASSISTANT Oct 2006 – May 2007

Local Charity - Birmingham

VOLUNTEER Jul 2006 – Oct 2006

KEY COMPETENCIES AND SKILLS

Hotel Management

- Driving and tracking the Hotels Reservations up selling program.
- Responding quickly to any changing market conditions.
- Creating a positive working environment for hotel staff.
- Taking prompt, decisive and corrective action to rectify and hotel or staff short comings.
- Achieving guest satisfaction goals.
- Creating a cross-trained and motivated employee workforce capable of meeting the highest standards.
- Financially astute with the ability to control budgets stocks and P&L.
- Making sure all hotel fixtures and fitting are in a safe condition to be used.

Professional

- Aptitude in financial management, financial reports and analysis.
- Ability to spot issues and opportunities before others.
- Extensive knowledge of cask ales, wines and freshly prepared food.
- Challenging the status quo.
- Active team member with self drive and motivation.
- Possessing knowledge of all relevant software & hotel management IT systems.

Personal

- Acting with the highest ethical standards, and always treating others fairly & with respect.
- A creative & innovative thinker.
- Having a practical approach to problem solving.
- Willing to be accountable, liable, & answerable for actions & decisions.
- A hands on manager able to lead by example.

ACADEMIC QUALIFICATIONS

University of Birmingham, **2003 - 2006**
BA (Hons) Corporate Hospitality

Central College Birmingham **2002 - 2003**
Diploma in Business Studies

North Birmingham School **1998 - 2002**

A levels:
Geography (A)
Maths (A)
English Literature and Communication (B).
History of the Modern World (B)
Physics and Science Combined (A)

REFERENCES – Available on request.



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