

Anthony Brown

Hotel Manager Resume

AREAS OF EXPERTISE

Guest Relations

Corporate Hospitality

Human Resources

Guest Experience

Sales & Marketing

Front Desk Management

Managing Housekeeping

Customer Service

PROFESSIONAL

Fire Safety Certificate

Advanced First Aid

French Speaker

PERSONAL SKILLS

Service orientated

Responsiveness

Leadership skills

Professional judgement

PERSONAL DETAILS

*Anthony Brown
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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.

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.
- 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.
- Attending tourism trade fairs and exhibitions.

Quality Hotel - Coventry

ASSISTANT HOTEL MANAGER Feb 09 - Jul 11

KEY SKILLS AND COMPETENCIES

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 comings.
- Achieving guest satisfaction goals.

ACADEMIC QUALIFICATIONS

Birmingham North University 2005 - 2008

Corporate Hospitality BA (Hons)

Birmingham South College 2003 - 2005

A Levels: Maths (B) English (A) Physics (C) Geography (A)

REFERENCES – Available on request.



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