



## PERSONAL STATEMENT

A self-motivated individual with a positive approach and the ability to lead and motivate others whilst delivering effective business results. Cliff has a track record of achieving targets in all areas of hospitality, including guest satisfaction, reward enrolment and much more. He can implement and maintain the highest standards of hotel service, and deliver a unforgettable guest service. Possessing superb commercial acumen, he is more than able to grow revenues and maximize the financial performance of any hotel department. Right now he is looking for an exciting managerial opportunity within an establishment that is committed to personal and career development.

## AREAS OF EXPERTISE

### HOSPITALITY

- Able to work effectively under time and resource constraints.
- Can prioritize and handle multiple tasks while meeting established deadlines.
- Ability to manage the planning and preparation of capital and operating budgets.
- Developing added-value customer service programs.
- Extensive experience of working in a face to face customer service environment.
- Supervising the night receptionist and front desk staff.
- Able to take responsibility in emergency situations.
- Courteous and always focused on providing a consistently high standard of customer service.
- Ensuring that proper evacuation procedures are in place in case of a emergency situation arising.
- Coordinating any renovation or rebuilding work, and ensuring it is cost effective.
- Maintaining correct staffing levels in line with busy periods and holiday leave.
- Providing reports, as required, for senior hotel management.

### PERSONAL

- Consistently striving for continuous improvement whilst ensuring a high level of professionalism.
- Can work collaboratively and communicate effectively with team members at all levels.
- Treating all hotel staff fairly, consistently and without prejudice.
- Possessing an enthusiastic management style that keeps all staff engaged.
- Logical, passionate and determined when approaching problems.

## CAREER HISTORY

### *Five Star Hotel - Coventry*

HOTEL MANAGER April 2009 – Present

Responsible for managing the hotel on a day to day basis and for making sure that it meets or exceeds guest expectations. Also in charge of working closely with all departmental heads to ensure the smooth operation of the hotel at all levels.

#### *Duties:*

- Ensuring that all hotel departments are profitable.
- Driving the sales culture in the hotel through active involvement in the sales process.
- Maintaining a positive, cooperative work environment between hotel staff and management.
- Making sure that there is a lobby presence at all times with staff greeting and meeting with guests.
- Carrying out daily Inspections of the Front of House, Back Office areas and guest rooms.
- Overseeing wedding functions, banquets and parties.
- Safeguarding the health and safety of all guests whilst they are at the hotel.
- Ensuring the smooth check in and out of guests.
- Always looking to expand the hotel's revenue stream, whilst maintaining & developing its core business base.
- Undertaking meeting with suppliers and negotiating prices with them.
- Diagnosing, maintaining, and repairing all mechanical and technical equipment within the hotel.

### *College - Coventry*

ASSISTANT HOTEL MANAGER June 2008 – April 2009

## ACADEMIC QUALIFICATIONS

Birmingham North College	2005 - 2008	Corporate Hospitality
Birmingham South School	2003 - 2005	A Levels: Maths (B) English (A) Physic (C) Geography (A)

REFERENCES – Available on request



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