

## Personal statement

A positive, professional and presentable individual who has an extensive background in senior hospitality roles. Mary possesses an ethical and exemplary manner, and has the necessary expertise and talent needed to achieve performance goals and objectives. As a results oriented individual who gets things done, she is someone who consistently works to maximise profits and contribute positively to all areas of a hotel. She finds it easy to drive sales and profitability through operational excellence, and does so by effectively planning, developing and implementing organization policies and goals. Right now she is looking for a suitable senior managerial position with an establishment that has a culture of performance accountability and recognition.

## Employment History

### Five Star Hotel - Coventry

**HOTEL MANAGER** April 2009 - Present

Having full commercial and operational command of the hotel. In charge of overseeing the entire operation of the hotel, including supervising the night receptionist, looking after the security of the building and maintaining the safety of the guests.

#### Duties:

- Creating local and national marketing plans and pricing strategies.
- Capturing customer data and inputting into a database to be used for marketing purposes.
- Making sure the hotel is in compliance with all federal, state and local laws.
- Working with the company's Regional Manager and Head Office to develop and implement long range planning and strategies.
- Preparing annual budget that accurately reflects the hotel's business plan.
- Coordinating all hotel advertising, public relations, and promotional programs.
- Regularly inspecting the hotel rooms, exterior, kitchen area and parking lots etc.
- Managing basic accounting procedures, invoicing, credit card payments and cash operations.

### Quality Hotel - London

**ASSISTANT HOTEL MANAGER** October 2008 – April 2009

### Hospitality Company - Watford

**EVENTS MANAGER** June 2008 – October 2008

## Areas of Expertise

Hotel operations	Corporate events	Up selling	Spa management
Food safety	Hospitality	Licensing laws	Health & Safety
Cost control	Stock management	Labour scheduling	Commercial acumen

## Hotel Management skills

- Comprehensive knowledgeable of all standard hotel legal and contractual agreements.
- In depth operating knowledge of all hotel operations and procedures.
- Attracting, developing and retaining talent hospitality staff to build high performing teams.
- Having the ability to present at board level and the gravitas to lead a large team.
- Knowledge of how to influence the behaviours of others to achieve goals and get things done.
- Capable of managing a floor team & bar team of 20 during busy services.

## Academic Qualifications

Birmingham North University - 2005 - 2008 - Hospitality & Management BA (Hons)  
Sales & Marketing - Diploma  
Birmingham South College - 2003 - 2005 - Commerce Diploma

**References** - Available on request.



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