

Mathew Hill

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Personal profile

A competent, focused and experienced manager who feels that his greatest strengths are firstly his strong commitment to providing the highest level of loyalty and service to his employers, colleagues & hotel patrons. Secondly his ability to develop and maintain a close working relationship with senior managers, which in turn helps him to gain an in-depth understanding of an employer's needs, goals and ambitions. Thirdly his habit of constantly reviewing processes and identifying ways to improve efficiency & service, thereby reducing overall costs.

Academic qualifications

BA (Hons) Hotel Management 2:1

Certificate in Financial Planning (CFP)

A' Levels:

Maths (B)

English(A)

Geography (C)

Work experience

HOTEL MANAGER

City Centre Hotel June 2010 - Present

Responsible for running various departments in a four star hotel, which had over 132 rooms, two large conference rooms, a full banqueting hall and comprehensive bar and cafe facilities.

Duties:

Planning work schedules for individuals and teams.
Handling reservations, cancellations and no-shows.
Updating & maintaining relevant administrative, statistical and financial records.
Proposing and implementing effective marketing strategies to maximise room occupancy levels.
Ensuring that events & conferences run smoothly.
Carrying out inspections of rooms and services.
Accurately completing all administrative tasks.
Completing all required health and safety/fire checks on time.
Maintaining the correct handling of all soiled linen and ensure that all bedrooms have the correct bedding and relevant number of towels.

ASSISTANT HOTEL MANAGER

Nationwide Hotel January 2010 – June 2010

In charge of corporate hospitality & delivering the highest standards of service consistently. Also responsible for being a point of contact for guests should they have any queries.

Duties:

In charge of the budgeting and financial management, planning, organising and directing of all hotel services.
Meeting and greeting customers.
Addressing problems and troubleshooting.
Ensuring compliance with all licensing laws, health and safety and other statutory regulations.
Carrying out reception duties or serving meals.
Supervising, training & developing junior staff.
Punctual with excellent time keeping.
Immaculately dressed & professional at all times.
Doing everything with the hotel customers in mind.

Managerial & Personal skills

- In-depth knowledge of the hotel, hospitality, leisure and service sector.
- Able to tactfully resolving guest disputes.
- Dealing calmly and professionally with challenging situations.
- Able to identify, understand and give priority to urgent issues.
- Extensive customer facing experience.
- Working long hours, under pressure and to tight deadlines.
- Strong influencing & communication skills.
- Creating and implement hotel policies and procedures.
- Quickly picking up new skills & knowledge.
- Able to work under pressure.
- Strong commercial acumen.

References

Available on request.

Personal

Driving license: Yes
Nationality: British
Languages: Spanish

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