

# SARAH GREEN

## Front Office Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States

3868683442

email@email.com

Place of birth ..... *San Antonio*      Driving license ..... *Full*

### PROFILE

*Efficient and communicative Front Office Manager with 7+ years' professional experience in a vibrant environment. Excited to help The Bellevue Hotel guarantee smooth daily operations and provide an experience beyond guest expectations. In prior roles, increased annual income by 25% and bettered the hotel's Tripadvisor rating by 1.5 points on a 5-point rating scale.*

### EMPLOYMENT HISTORY

❖ **Front Office Manager, Black Diamond** ..... Jan 2020 — Jan 2021  
Seattle

*Tasked with overall supervision of the front desk area and lobby monitoring activities of 20 staff members and creating specific, measurable, achievable, realistic, and timely plans of action to fix any guest service problems.*

- Interviewing, selecting, coaching, and supporting associates guarantees they perform according to the recognized standards and values of the hotel.
- Assisting the General Manager in preparing forecasts and reports and developing, implementing, and monitoring the budget.
- Resolving customer complaints and anticipating possible problems by monitoring and reviewing operational issues, business flow, and associates' performance.
- Cooperating with sales staff to consider and apply sales strategies to increase the number of visitors and income.

❖ **Front Office Manager, Radisson Blue** ..... Jan 2018 — Dec 2019  
Cape Town

*Assigning tasks and ensuring all staff positions are covered for the duration of the shift. Dealing with complaints and addressing visitors' worries.*

- Hire, train, develop, performance measurement, discipline, and schedule all department staff.
- Executed strategic plans directed by division leadership.
- Promote the hotel, its services, and facilities while increasing tenancy and ADR.
- Process reports in a daily manner, journals, reconciliations, and others.
- Handle guest complaints and refer issues with significant reputation risk to Head Office

### EDUCATION

❖ **Cornell University** ..... Jan 2021 — Jan 2021  
MBA Boston

❖ **Cornell University** ..... May 2017 — Apr 2019  
Master's Degree in Marketing New York

### SKILLS

Budgeting Delegation ..... *Expert*      Hotel operations ..... *Expert*  
Logistics Management ..... *Expert*      Planning ..... *Expert*

## COURSES

❖ **Certification in Hospitality Management** ..... Jan 2021 — Jan 2021  
*Cornell University*

❖ **Reservations** ..... Jan 2021 — Jan 2021

## HOBBIES

*Triathlons, Rugby, Athletics*

## LANGUAGES

English ..... *Native speaker*      Afrikaans ..... *Native speaker*