

Sarah Green



Front Office Manager

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Place of birth San Antonio

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Driving license Full

01 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.

02 EMPLOYMENT HISTORY

01/2020 — 01/2021

Front Office Manager at Black Diamond

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.

01/2018 — 12/2019

Front Office Manager at Radisson Blue

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

03 EDUCATION

Jan 2021 — Jan 2021

Cornell University

Boston

MBA

May 2017 — Apr 2019

Cornell University

New York

Master's Degree in Marketing

04 SKILLS

Budgeting Delegation



Hotel operations



Logistics Management



Planning



05 COURSES

Jan 2021 — Jan 2021

Certification in Hospitality Management at Cornell University

Jan 2021 — Jan 2021

Reservations

06 HOBBIES

Triathlons, Rugby, Athletics

07 LANGUAGES

English



Afrikaans

