



# Sarah Green, Front Office Manager

LOS ANGELES, CA 90291, UNITED STATES --  
email@email.com

## DETAILS

1515 Pacific Ave  
Los Angeles, CA 90291  
United States  
3868683442

### PLACE OF BIRTH

San Antonio

### DRIVING LICENSE

Full

## SKILLS

Budgeting Delegation

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Logistics Management

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Hotel operations

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Planning

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## HOBBIES

Triathlons, Rugby,  
Athletics

## LANGUAGES

English

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Afrikaans

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## 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, MBA

Jan 2021 — Jan 2021, Boston

### Cornell University, Master's Degree in Marketing

May 2017 — Apr 2019, New York

## COURSES

### **Certification in Hospitality Management, Cornell University**

Jan 2021 — Jan 2021

### **Reservations**

Jan 2021 — Jan 2021