

SARAH GREEN

Front Office Manager

DETAILS

ADDRESS

1515 Pacific Ave
Los Angeles, CA 90291
United States

PHONE

3868683442

EMAIL

email@email.com

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

SKILLS

Budgeting Delegation

Logistics Management

Hotel operations

Planning

HOBBIES

Triathlons, Rugby, Athletics

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

Seattle

Jan 2020 — Jan 2021

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

Cape Town

Jan 2018 — Dec 2019

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.

LANGUAGES

English

Afrikaans

- Process reports in a daily manner, journals, reconciliations, and others.
 - Handle guest complaints and refer issues with significant reputation risk to Head Office
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EDUCATION

MBA, Cornell University

Boston

Jan 2021 — Jan 2021

Master's Degree in Marketing, Cornell University

New York

May 2017 — Apr 2019

COURSES

Certification in Hospitality Management, Cornell University

Jan 2021 — Jan 2021

Reservations

Jan 2021 — Jan 2021