

# Sarah Green, Front Office Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States, 3868683442, email@email.com

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Place of birth	San Antonio	Driving license	Full
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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.*

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## EMPLOYMENT HISTORY

Jan 2020 — Jan 2021	<b>Front Office Manager, Black Diamond</b>	Seattle
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*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.

Jan 2018 — Dec 2019	<b>Front Office Manager, Radisson Blue</b>	Cape Town
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*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
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## EDUCATION

Jan 2021 — Jan 2021	<b>MBA, Cornell University</b>	Boston
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May 2017 — Apr 2019	<b>Master's Degree in Marketing, Cornell University</b>	New York
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SKILLS	Budgeting Delegation	Expert	Hotel operations	Expert
	Logistics Management	Expert	Planning	Expert

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## COURSES

Jan 2021 — Jan 2021	<b>Certification in Hospitality Management, Cornell University</b>
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Jan 2021 — Jan 2021	<b>Reservations</b>
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HOBBIES	Triathlons, Rugby, Athletics
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LANGUAGES	English	Native speaker	Afrikaans	Native speaker
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