



# SARAH GREEN

Front Office Manager

## DETAILS

### Contacts

1515 Pacific Ave, Los Angeles, CA 90291, United

States

[email@email.com](mailto:email@email.com)

3868683442

### Driving license

Full

### Place of birth

San Antonio

## 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

JANUARY 2020 – JANUARY 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

JANUARY 2018 – DECEMBER 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.
- Process reports in a daily manner, journals, reconciliations, and others.
- Handle guest complaints and refer issues with significant reputation risk to Head Office

## EDUCATION

**MBA, Cornell University, Boston**

JANUARY 2021 – JANUARY 2021

**Master's Degree in Marketing, Cornell University, New York**

MAY 2017 – APRIL 2019

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## SKILLS

Budgeting Delegation

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Logistics Management

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Hotel operations

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Planning

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## COURSES

**Certification in Hospitality Management, Cornell University**

JANUARY 2021 – JANUARY 2021

**Reservations**

JANUARY 2021 – JANUARY 2021

## HOBBIES

Triathlons, Rugby, Athletics

## LANGUAGES

English

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Afrikaans

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