



# ELISABETH WHITBY-GREEN

HOTEL MANAGER



## OBJECTIVE

I am an experienced Hotel Manager with knowledge of managing a large team within a 5 star quality driven operation. I have a strong food and beverage bias, coupled with exceptional all round capabilities, a proven background with managing change and strong communication skills. I am enthusiastic about driving standards and developing my team to deliver an exceptional guest experience. I am looking for a hotel management position within a luxury establishment.

## WORK EXPERIENCE



### Manager

2014-2019

Grand Plaza Hotel, Lincoln

- = Leading and manage multiple sites creating a synergy. Empowering and developing staff to be the best and deliver the best, making the most of resources and growing talent.
- = Driving commercial best practice, maximising on growth opportunities, exercising financial and revenue management.
- = Overseeing all business areas with an eye for detail. Ensuring brand standards were consistently delivered while utilising guest feedback to increase performance against KPIs.
- = Embracing accountability for delivering the site business plan, supporting and enabling the bigger picture.
- = Demonstrating full knowledge of health and safety compliance and managing all audit processes to a high standard.

### Assistant Manager

2011-2014

Hotel Royale, Birmingham

- = Managing the day-to-day operations of the hotel by creating competent and motivated teams to deliver brand standards.
- = Liaising with vendors to ensure supplies and products are at optimum levels for day-to-day business.
- = Ownership of budget and P&L - driving cost efficiencies where possible without compromising guest experience or hotel upkeep, and driving exceptional business performance from a commercial and guest perspective based on KPIs.
- = Ensuring all health and safety processes and procedures were completed, delivering training on all processes and procedures to the team and ensuring all were rigorously followed.





## **Assistant Manager**

2009-2012

Plush Rooms Ltd, London

- = Liaising with vendors to ensure supplies and products are at optimum levels.
- = Driving excellent pre-check in experience by answering guest queries through multiple platforms (text and calls) within allocated time frames.
- = Ensuring all team are confident and trained on collecting all payments, including cash and updated in the system to ensure accuracy of records for reconciliation.
- = Full accountability of team and rotas.
- = Conducting regular reviews of team performance, behaviours and output.
- = Defining a great working culture in the hotel.
- = Conducting daily audits of the rooms and the building to identify issues and action as soon as possible.
- = Maximising room availability and planning maintenance where needed.
- = Monitoring room rates to maximise RevPar and ensure prices are competitive.
- = Plan maintenance schedule based on the regular audits and guest complaints/feedback.

## **QUALIFICATIONS**



### **Degree in Hospitality Management (Upper Second Class Honours)**

University of Lincoln, 2012

### **A Levels**

English (A), Maths (B), Business Studies (B), Tourism (B)

University of Lincoln, 2009

## **INTERESTS**



Going to the gym, gardening, hiking, climbing, cycling off-road, marathons, World of Warcraft.

## **REFERENCES**



Annie Bloom, Owner  
Grand Plaza Hotel  
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01924 123643

Gerry Butler, Owner  
Hotel Royale, Birmingham  
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