**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**



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| **Manager**  Grand Plaza Hotel, Lincoln | 2014-2019 |

* 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.

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| **Assistant Manager**  Hotel Royale, Birmingham | 2011-2014 |

* 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.

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| **Assistant Manager**  Plush Rooms Ltd, London | 2009-2012 |

* 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 ofWarcraft.

**REFERENCES**



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| --- | --- |
| Annie Bloom, Owner  Grand Plaza Hotel  annie.bloom@grandplaza.com  01924 123643 | Gerry Butler, Owner  Hotel Royale, Birmingham  gerry.butler@hotelroyale.com  01877 123444 |

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