

NELE TAEVERE

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- BA (Hons) Hospitality Management with Tourism -

Profile

A qualified and seasoned hospitality professional, who provides courteous, friendly and genuine interactions with customers and colleagues alike. I take great pride in the organisations that I am a part of and always work hard to ensure their success.

Key Skills

- In-depth knowledge of hotel/front desk operations
- High level of computer skills including Opera, Fidelio, Seekom, Excel, Word and PowerPoint
- Exceptional customer service and cultural awareness
- Excellent organisational and communication skills
- Experienced public speaker and staff trainer
- Strong leadership and team-building skills
- Ability to tactfully resolve guest disputes
- Deals calmly and professionally with challenging situations
- Professional telephone manner
- Able to work well under pressure
- Takes pride in punctuality and personal appearance
- Quickly picks up new skills and knowledge
- Creates a positive working environment

Education

2005 – 2009 University of Portsmouth (Hons) Hospitality Management with Tourism

2003 – 2004 Brookland College Advanced English

1990 – 2002 Parnu Coeducational School (Estonia)

Career History

Nov 2017 - Now | Career break

I took a career hiatus to start a family. I now have two children and am in a position where I am ready, excited and motivated to refocus on my career.

Feb 2017 - Nov 2017 | Rydges Wellington, NZ - Admin/Reservations

Key duties:

- PA to Assistant General manager (AGM)
- Work closely with reservations and revenue manager helping them with their day to day tasks
- Fill in Front Office roles where necessary

June 2016 - Feb 2017 | Rydges Hotel Wellington, NZ - Front Office Manager

Key duties:

- Prepare and monitor Front Office departments' roster
- Communicate effectively with all departments to ensure a strong interdepartmental relationship
- Respond to guest feedback and implement changes to prevent re-occurrence
- Control costs and wages
- Manage customer relations to ensure repeat customs
- Review and update policies and procedures for the department
- Ensure monthly targets are met by implementing monthly incentives
- Perform all Human Resources functions within the department
- Be the manager in charge in the absence of GM and AGM

Sep 2014 - June 2016 | Rydges Hotel Wellington, NZ - Duty Manager

Key duties:

- Assist the Front Office Manager in overseeing the efficient running of the department
- Make decisions regarding any operational issues, in the absence of Front Office Manager.
- Support Front Office team in all areas including check-in and check-out guests
- Motivate team members to problem solve and exceed guest expectations
- Monitor hotel presentation and staff grooming when on shift
- Assure all staff floats are correct beginning and end of each shift

Aug 2013 – May 2014 | Brew Craft Beer Pub Tauranga, NZ – Director/Manager

Key duties:

- Assist with the front of house physical and operational set-up
- Initialise and come up with new promotions
- Prepare and monitor rosters
- Recruitment
- Organise entertainment and events
- Manage the venue on a daily basis

Mar 2012 – Aug 2013 | Regent of Rotorua Boutique Hotel, NZ – Front of House Manager

Key duties:

- Organise a smooth running of the hotel as the only manager on site
- Check-in and check-out guests as well as provide/organise activities
- Help out in other areas of the hotel (housekeeping, restaurant, bar, etc.) when needed
- As a live-in manager, I was the point of contact for any after-hours requests

July 2010 – Jan 2012 | The Soho Hotel, London UK – Reception Supervisor/Team Leader

Key duties:

- Develop and train the reception team
- Develop a strong working relationship with repeat guests
- Establish standards of performance
- Complaint handling
- Cash handling
- Invoice inquiries
- Prepare monthly targets, budgets and incentives
- Prepare rosters
- The role also required to be weekend reception manager on a bi-weekly basis

Referees

Chad Johnston | Rydges Wellington, Assistant General Manager

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Nigel Gregory | Brew Craft Beer Pub, Co-Owner/Director

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