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|  | **Moises Gonçalves Ferreira**  Cardiff, CF24 2DR, UK • angelzito7@gmail.com  074-4397-1440  Personal Details:  place of birth • Portuguese  Male • civil status |  |

**Hotel Operations Manager Profile**

Accomplished and performance driven professional with extensive experience in operations management and business development with luxury hotel industry. Solid history of success in overseeing day-to-day running of hotels, providing excellent customer service, developing and implementing standard operating procedures, and managing budgets to meet financial requirements. Proven track record of conducting training and development programs and leading teams to achieve shared visions and goals. Adept at ensuring smooth running of business, maintaining profitability, analyzing and meeting clients’ requirements, and assuring compliance with regulatory standards. ***Proven expertise in:***

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| --- | --- |
| * Operational Excellence & Hotel Management * Strategic Planning & Execution Cras * Process Integration & Optimization * Revenue & Yield Management | * Spa & Leisure Management * Team Training & Leadership * Relationship Building * Effective Communication |

**Professional Experience**

De Vere Tortworth Court

**Conference & Banqueting Operations Manager,** Sep 2017 to Present

*Create weekly rotas with payroll forecasting reducing costs where required.*

Promote sales and training up-selling techniques. Educate team members to ensure the excellent service standards. Attend weekly BEO payroll meetings and compliance meetings. Develop standards of procedures and training resources and deliver exceptional customer services.

***Key Contributions:***

* Resolved customer comments and complaints in a friendly efficient manner.
* Nominated as manager of the year 2018/19 amongst 15 Managers and employee of the year 2019/20 by Bristol Hoteliers Association and South West England at Night of Stars.

Best Western Grosvenor Hotel Stratford Upon Avon

**Operations Manager,** Mar 2017 to Sep 2017

*Performed day-to-day operations and manage entire team and all departments that included housekeeping, maintenance, front desk, reservations, conference & events, and food & beverages.*

Assisted general manager to assign head of departments for overseeing overall hotel operations. Developed and implement several company operating standard policies & procedures. Delivered efficient and effective customer services regularly to ensure best experiences to guests across the world and to enhance customer satisfaction.

***Key Contributions:***

* Operated as general manager during absence of GM in first and second period of summer holidays.
* Directed area general manager regarding issues or concerns in relation to property and team to meet targeted deadlines.

Mercure Cardiff Holland House Hotel & Spa

**Conference & Events Operations Manager,** Aug 2016 to Mar 2017

Reported directly to general manager and administered all F&B, conferences, and events facilities, responsible for entire team.

Abetted event sales management team in daily running of events operation as well as motivated team to organize memorable events for guests. Held accountable for a large team, including an assistant C&B Manager, a supervisor, three team leaders, and 40 to 60 casual team members that included conference & events and restaurant/bar. Guaranteed improvement of food quality, services, merchandising, and productivity of various departments that resulted in increased volume, sales, and profits.

***Key Contributions:***

* Received great number of feedback comments from organizers of conferences and events, including Voice UK, Motonovo annual party, and best Rugby players in UK.
* Hosted above 9500 Christmas dinners in 2016 and arranged great number of conferences on regular basis with 16 meeting rooms.

Tortworth Court DE VERE (PH Hotels)

**Conference & Banqueting Assistant Manager,** Sep 2015 to Jul 2016

*Monitored a large team and delivered highest quality of services to customers whilst adhering to all legal rules, regulations, and guidelines of hotel.*

Supported C&B manager in running numerous daily conferences, events, and service operations. Ensured the business operations runs smoothly and all equipment and premises remain clean, following company standards. Held responsible for whole operation coordinating and directing all F&B services, such as weddings every weekend in absence of C&B Manager.

***Key Contribution:***

* Appointed as quality coordinator of all hotel departments for best performance and excellent feedback from costumers and acquired a promotion to manager after eight months.
* Achieved great feedback comments from organizers of big social events, general manager, F&B Director, HR manager and TripAdvisor.

Sheraton Pine Cliffs Algarve Hotel & Resort

**F&B Ops Manager Assistant,** May 2013 to Jul 2015

*Led and assisted in service of five outlets from 14 of Hotel & Resort, as the Main Restaurant Colonial, the Fish Restaurant O Pescador, the Italian Restaurant Il Giardino, and Room Service.*

Responded to guest requests, resolved guest problems and complaints, oversaw cultural needs, and surpassed guest expectations. Maintained staff rota/timesheets as well as assisted department objectives and reduction of service recovery costs and certified wastage being kept to minimum. Trained team members and retained positive work environment for smooth business operation.

***Key Contribution:***

* Aided in growth of food & beverage products, services, and teams, as well as managed around 60 employees and casual staff from agencies regularly.

**Additional Experience:**

* **Food & Beverage Managers Assistant** at Vila Joya Algarve
* **Food & Beverage Director Assistant** at The Lake Spa Resort Hotel
* **Restaurant Manager** at "Chá com Água Salgada," Manta Rota, Algarve
* **Restaurant Manager** at Switzerland Uniworld River Cruises
* **Freelance Team Supervisor** at Hotel Sheraton Algarve Pine Cliffs Resort
* **Maitre d'Hotel** at the Hilton Cascades Hotel & Resort Vilamoura Algarve Portugal.
* **F&B Manager Assistant** at Maitre D'Hotel, Hilton Vilamoura
* **Restaurant Manager** at Grande Real Santa Eulalia Hotel, Resort and Spa
* **Employee Supervisor** at Algartempo
* **Head Waiter** at Princess Garden Restaurant, Old Village, Vilamoura,
* **Restaurant and Bar Manager** at Uniworld River Cruises on board of River
* **Waiter** at Royal Caribbean Cruises, USA
* **Head Waiter** at "Restiverde"
* **Waiter** at "Leonel Jorge Carlos," Poutena
* **Waiter** at Grande Hotel da Curia

**Education**

**Degree in Hospitality Management**

EHTA / Hotel School – Faro

**Professional Trainings & COURSES**

HACCP updating of knowledge by CONTROLVET | Time Management Training, the brand you ASLEI | Conflict Management Training, the brand you ASLEI | Coach Training, and Leadership Development, the brand you ASLEI | Business Process Training, the brand you ASLEI | Global Uniworld River Cruises - Switzerland - Sanitation Food Handling | Spirit of Course Hilton, the Hilton University | Stroke Awareness in Health and Safety at Work, by Consulsafety | Principles and Practice of Evacuation Modelling by Consulsafety

Course Knowledge of Food Hygiene, by Luso Cristal consulting, ltda | Training for Prevention and Fire Safety in Hotel establishments | Hotelier, First Brigade intervention course taught by Captain QH | Jorge Lobo, the Grande Real Santa Eulalia | HACCP Updating of knowledge | Appropriate Crowd Management Training STCW 95 – Royal Caribbean Cruises USA | Course "Communicating in Emergencies" - learn to communicate with passengers aboard a luxury cruise in an emergency, demonstrate how to use rescue kit, to have procedures in evacuation and rescue | Workshop "Public Speaking" by two accredited Portuguese journalists, by “Confederação Nacional de Empresários” Faro.

**Vocational Training**

Training Course for Life Insurance, by Eagle Star | Course in Public Relations, by Media Export-Port | Training Course Hospitality (Restaurant and Bar), by the School of Hospitality and Tourism Coimbra

**Professional Qualifications**

At Tortworth Court de Vere completed all modules on inspire online, such as Health and safety, Food allergens, fire marshal, GDPR, and PCI data security | First aid trained with certificates.

**Languages**

Portuguese – Native | English – Fluent | French, Spanish, Dutch – Basic