

# Denise Broomes

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## Objective

To uphold professionalism in my work and appearance at all times.

To ensure I project the companies' image in a professional manner to maintain and improve their profitability

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## Skills

<ul style="list-style-type: none"><li>• Proficient in Microsoft Office Suite</li><li>• Proficient in Fidelio, Opera and Room Master PMS systems</li><li>• Proficient in Micropay and Easypay payroll Systems</li><li>• Proficient in Micros Point of Sale System</li></ul>	<ul style="list-style-type: none"><li>• Excellent interpersonal, communication, and multi-tasking skills</li><li>• Development of Training Materials</li><li>• Creative Team Leadership</li><li>• Immense ability to quickly evaluate alternatives and decide on a plan of action</li></ul>
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## Awards

**Academic Excellence in Business Studies**

**THTI**

**Academic Excellence in Hotel Operations**

**THTI**

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## Professional Experience

### Radisson Hotel

Assistant Executive Housekeeper

August 2015- June 2016

- Ensured maintenance and cleanliness of the hotel on a continuous basis
- Led and directed housekeeping operations
- Ensured appropriate and safe use of chemicals and cleaning supplies
- Interviewed, hired and trained housekeeping staff
- Prepared daily schedules and time sheets
- Ensured completion of periodic payroll input
- Ordered housekeeping supplies and equipment
- Ensured maintenance of housekeeping equipment at all times
- Inspected guest rooms, lobbies and other guest areas to ensure cleanliness and tidiness and required Brand Standard

**Tobago Hospitality Institute**

Adjunct Lecturer

2012- August 2015

*Selected responsibilities:*

- Created, distributed, and reviewed the course syllabus.
- Utilized a variety of instructional strategies in order to engage students, including cooperative and experiential learning.
- Presented prepared materials and supervises organized activities.
- Evaluated student performance promptly and accurately based on departmental rubrics
- Maintained records of student attendance, involvement, and progress.
- Taught assigned class material in accordance with learning objectives developed by the institute.
- Communicated with students outside of class to provide supplementary instruction, when necessary.
- Prepared lesson plans for each course

**Stonehaven Villas Ltd**

General Manager

2012- June 2014

*Selected responsibilities:*

- Developed, administered and controlled the hotel revenue and expense budgets.
- Analyzed Profit & Loss and General Ledger statements. Submit P&L Variance Reports in a timely manner.
- Reviewed and approved the hotel payroll.
- Reviewed and approved transmittals and other front office paperwork and reports.
- Authorize direct bill accounts and monitor the administration of Accounts Receivable.
- Facilitate lead management processes within the hotel and provide sales support to team.
- Manage the Human Resources of the hotel
- Respond and follow up on all written guest complaints. Ensure guest satisfaction with resolution of the complaint or problem
- Manage the extranets for OTAs and sign contracts with traditional Tour Operators

Stonehaven Villas

**Operations Manager**

**2008- 2012**

***Selected responsibilities:***

Answered inquiries pertaining to hotel policies and services.

Effectuated all necessary changes in the shortest possible time, mindful that all items relating to guest stays and restaurant were natural priorities.

Ensured the efficient management of relevant departments.

Provided effective leadership through professional manpower management and encouragement of supervisors and staff.

Reviewed and analyzed monthly results, highlighted problems areas and took appropriate action to rectify poor performance.

Made recommendations for salary increases for subordinate staff, basing these recommendations on objective performance reviews and market related equivalent position.

Ensured that complaints or problems are auctioned without delay and that effective follow-up action took place to avoid recurrence.

Prepared a monthly operational report

Prepared financial report relating to every special event

Performed functions of the General Manager in their absence.

Corresponded with group and travel agents to answer special requests for rooms and rates.

Assisted with sales and marketing efforts.

# Denise Broomes

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## Grafton Beach Resort

Executive Housekeeper

2006- 2007

### Selected responsibilities:

- Directed performance of housekeeping staff
- Ensured maintenance and cleanliness of the hotel on a continuous basis
- Led and directed housekeeping operations
- Ensured appropriate and safe use of chemicals and cleaning supplies
- Interviewed, hired and trained housekeeping staff
- Prepared housekeeping budgets
- Managed employee records
- Prepared daily schedules and time sheets
- Ensured completion of periodic payroll input
- Ordered housekeeping supplies and equipment
- Ensured maintenance of housekeeping equipment at all times
- Inspected guest rooms, lobbies and other guest areas to ensure cleanliness and tidiness

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## Stonehaven Villas

Front Office Manager

2005-2006

Housekeeping Supervisor

2003- 2005

## Crowne Plaza

Assistant Executive Housekeeper

2002- 2003

## Cara Suites

Housekeeping Supervisor

2001- 2003

## Kapok Hotel

Asst.Laundry Supervisor

1993- 2001

Laundry Attendant

1992- 1993

## Wee Lee Bakery

Bakery Attendant

1986-1993

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## Qualification / Education

### **Tobago Hospitality and Tourism Institute**

Associate Degree

Hospitality Studies

### **COSTAATT**

Associate Degree

Business Administration

### **COSTAATT**

Bachelor's Degree

Management and Entrepreneurship

### **South East Secondary School**

#### **Caribbean Examination Council**

Principles of Business

Grades

English A

Mathematics

Principles of Accounts

Office Procedure

II

II

III

II

II

### **Management training and workshop experience**

People empowerment - PSML

Effective supervision- PSML

Teamwork for Supervisors- Watkins and Associates

Executive Housekeeping Certification- Caribcert

Housekeeping Supervision Certification- Caribcert

HACCP- A practical approach- National Restaurant Association

Marketing Techniques for Micro, Small and Medium Sized Hotel