

Sanja Curovic

Housekeeping

Burlington, NJ - Email me on Indeed: [indeed.com/r/Sanja-Curovic/3e8e96ab93ccfbd6](https://www.indeed.com/r/Sanja-Curovic/3e8e96ab93ccfbd6)

WORK EXPERIENCE

Housekeeping

Residence Inn by Marriott Cranbury - October 2012 to January 2016

NJ (October 2012-January 2016)

- Daily operations focusing on superb customer service
- Supervises and supports the Front Desk, Housekeeping, Maintenance/Engineering and Food & Beverage departments with primary focus on the Front Desk staff/operations,
- Creates and supports an overall environment where staff is self motivated and has a high level of enjoyment for producing guest satisfaction.
- Focuses on constant development and training of employees to ensure operations are smooth, efficient and profitable.
- Ensures accuracy of all Front Desk accounting and financial procedures, including but not limited to Daily Cashier Drops, Market profits, Front Desk supply budgets, etc.
- Responsible for daily assignment of suite attendants
- Assisted property manager with scheduling and payroll
- Maintained Quality Assurance scores above Brand average and regularly communicated goals with all hotel departments
- Primary point of contact for all guest questions, concerns and requests
- Processes all arrivals and departures; responsible for all guest suite assignments as well as the completion of all pre-arrival accommodations
- Main point of contact between corporate administrative assistants (specifically Axiom and Sun Pharmaceutical) and the hotel regarding individual reservations, billing and special guest needs
- In charge of all hotel camaraderie; took care of everyone's birthdays & anniversaries and plan out all holiday parties and gatherings

Hostess

Bertucci's Italian Restaurant - North Brunswick, NJ - September 2011 to October 2012

Acknowledged all incoming customers

- Assigned rotating tables to servers
- Responsible for all take-out orders

Cashier

jerZjump - Monmouth Junction, NJ - April 2010 to October 2010

Event coordinated all parties

EDUCATION

South Brunswick High School

ADDITIONAL INFORMATION

COMPUTER SKILLS

- Efficient in Microsoft Word, Excel, PowerPoint and Publisher