

MARTON KEREK



PERSONAL INFORMATION

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PERSONAL PROFILE

I am a motivated and experienced manager with a strong background in hotel operation. With my unique passion and approach, I was successfully leading various teams, improved guest satisfaction and coached team members on different levels. I am also a member of the AICR (Association for Front Office Managers) as I really enjoy meeting people in the same industry and with the same interest.

EMPLOYMENT HISTORY

Oct. 2018 to present **Park Plaza Westminster Bridge** London
4-star, 1019-bedroom hotel in central London

■ **Senior Guest Relations Manager**

- head of the Guest Relations department, including 5 Guest Relations Managers and 2 Guest Relations Hosts
- from December 2019 to February 2020, I was in charge of the **Guest Services** department as well of 22 team members in the absence of Guest Services Manager
- covering **Reception Manager** shifts in the absence of the Reception Manager
- enhance services for regular and VIP guests by personalising their experience
- ensure that Guest Relations Managers are fully trained on handling and resolving complaints, responding to emergencies and escalation procedures are followed
- analyse guest reviews, trends - improved problem resolution by 8% from last year
- create succession plans for the team, improved staff retention by 14%
- replaced gift order menu and selection, with an increase of revenue by 20% YOY
- being the Health and Safety representative for Reception and Guest Relations, creating departmental risk assessments and health & safety trainings
- familiar with crisis management, emergencies, lock-down procedures

July 2017-Oct. 2018 **Holiday Inn London-Camden Lock** London
4-star, 130-bedroom hotel in central London

■ **Guest Services Manager**

- act as a Reception Manager, including covering Duty Manager shifts
- manage Reception, look after Rota, payroll and compliance with brand standards
- recruit, coach and develop new team members
- handle emergencies and escalated complaints
- evaluate and improve levels of guest satisfaction
- implement procedures to improve efficiency within the department, across other departments to drive guest experience
- respond to reviews on social media platforms, such as TripAdvisor
- successfully implemented an incentive system at Front Office

Aug. 2015-July 2017 **London Hilton on Park Lane** London
5-star, 453-room hotel in London's exclusive Mayfair district

■ **Front Office Supervisor**

- motivate and train Team to ensure all KPIs are met
 - reaching the highest yearly departmental upsell in the hotel history
 - achieved 99% realisation rate on eStandby upgrades
 - led a project on increasing Efficiency of Arrival that resulted in 5% increase compared to previous year
 - writing and conducting Performance Development Reviews
 - cover Duty Manager and Guest Relations shifts
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June 2013-Aug. 2015 **Hilton Budapest** Budapest
5-star, 322-room luxury hotel in a World Heritage Site

■ **Night Manager**

- supervise the Front Office and other departments during night
 - take full responsibility of the hotel in the shift as a Duty Manager
 - streamline daily procedures in accordance to Hilton Standards
 - established complete Night Manager and Night Auditor shift procedures after switching to Opera PMS
 - become the Employee of 4th quarter in 2014
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June 2012-June 2013 **Estilo Fashion Hotel** Budapest
4-star, 70-room boutique hotel downtown

■ **Front Desk Receptionist/Shift Leader and Reservation Agent**

- taking active part in pre-opening of the hotel
- perform day and night shifts, reconcile money and run night audit
- all aspects of reservation tasks, including Extranet surface for OTAs
- achieved the yearly highest sales record in the team

May to Oct. 2011 **Danubius Hotel Gellért** Budapest
renowned 4-star, 234-bedroom historical hotel

■ **Receptionist and Reservation Agent** during university studies

EDUCATION

2009-2013 Budapest Business School Budapest

- College of Commerce, Catering and Tourism, faculty of catering trade and hotel management

2013: Foreign Exchange Clerk

COMPUTER LITERACY

Opera, Micros, OnQ, HotSOS, Adaco, Fourth, Talos ATS, various CRM systems

LANGUAGES

- Hungarian: Native | English: Advanced | French: Medium Level