

Jacqueline Tafari

Community Manager/ Auditor

Glenolden, PA 19036

jackietafaro@gmail.com

732-648-8524

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

General Manager (GM)

Motel 6 - Essington, PA

November 2014 to Present

Led hotel team of 20 to manage 137 room motel. Supervised management team that looked after the running of the front desk, reservations, guest relations, bookkeeping, housekeeping, maintenance, security, activities, staff, tours and more. Ensured all human resource responsibilities are met related to performance evaluations, hiring, firing, pay, and is a part of the audit team to ensure all employee files are done correctly. Present and explain P&L statements, budgets, and cost/inventory control to area and district manager and head office. Consistently delivered results that contribute to the mission and overall success of the hotel by accomplishing performance objectives focused on business revenues, guest and associate satisfaction and effectiveness and efficiencies. Manage hotel accounting and budgets; all sales/marketing/advertising functions; all front of house operations; housekeeping; engineering/maintenance.

Key Accomplishments

First year increased occupancy by 6.7%,

TO rate 109.52%, Flow thru 148.74, CP% increased by 10% .

Community Manager

PARKTOWNE APARTMENTS - Highland Park, NJ

August 2008 to May 2013

Manage team of seven engaged in property management operations for residential communities and in ensuring long-term profitability. Hire, recruit, and develop staff with the goal of ensuring excellent service, business orientation, and internal promotability. Mentor and train managers and assistant managers in staffing, hiring, workforce management, sales, and services. Develop budgets and forecasts and optimize opportunities for new marketing prospects. Correspondence of all lease agreements, renewals, collections, evictions, follow up on all internet leads as well as phone leads. Assisted Sister Communities with resident retention activities. Housing and Section 8 recertifications and payments.

Key Accomplishments:

Authored "Move In/Move Out" Packet to assist residents.

Received 2012 Apartmentratings.com Top Rated Award due to excellent reviews

Maintained 100% occupancy

Property Manager

DEER CREEK VILLAGE - South River, NJ
March 2006 to July 2008

Provided property management for a 100-unit residential rental property. Oversaw tenant selection, lease management, insurance and tax accounting. Directed maintenance crew on major repairs and daily operations. Managed utilities, collected rent, and conducted tours of the property for prospective tenants. Resolved residents work orders in a 24 hour period, noticed all residents of upcoming maintenance on the building that is needed

Key Accomplishments:

Exceeded annual occupancy objective of 85% by a margin of 8% or more,
Helped drive a 10% increase in customer satisfaction (as measured by a customer survey in 2007)
Saved thousands of dollars in violation fees by getting all violations abated with in a 24 to 48 hour period.

Property Manager

COUNTRY SIDE ESTATES - Farmington, MO
April 1996 to February 2006

Provided property management for a 205-unit residential rental property. Oversaw tenant selection, lease management, insurance, correspondence of all lease agreements, renewal, collections, evictions, WOR, NTC, NTQ follow up on all leads, banks deposits, credit inquiries.

Key Accomplishments:

Quickly became a trusted assistant to the company president, and earned a reputation for maintaining a positive attitude and producing high-quality of work.
Decreased office expenditures by implementing neede controls on stock/supplies and standardizing ordering procedures

General Manager/Night Auditor

SUPER 8 MOTEL - Farmington, MO
May 1994 to March 1996

Farmington, MO 5/1994-3/1996

Greeted all guests upon arrival and ensured a fast and professional check-in process, Handled incoming calls through PBX console. Reviewed accounts and charges with guests in the checkout procedure. Verified customer's identification and credit for stay, Assigned room keys. Answered inquiries related to hotel services and amenities, Took messages and ensured their quick delivery. Prepare daily revenue reports, Run audit reports for the front office system. Make corrections and adjustments to books. Enter all pertinent information into a prescribed bookkeeping system. Balance all revenue and settlement accounts, Provide relief support to the front desk officer, Transmit credit card batches, Act as hotel system liaison after hours.

Key Accomplishments:

Promoted from a host position to a night auditor's position following excellence in customer service and supervisor feedback

Education

Some college in Bookkeeping

Brookdale Community College - Lincroft, NJ
January 1989 to June 1990

Skills

P&L