

Profile

I have worked as a hotelier under such goliaths Marriott & Hilton management for the last 20 years and I have gained expertise for customer relations, data analysis, retention and error corrections, employee managing and team dynamics as well as time management to meet project deadlines. I have commitment to service and pride in the work I do individually and as part of a team. I have taken my passion towards financial roles and wish to excel further in this career path.

Skills

Accounting & Night Audit

As part of my responsibilities I was in charge of running the night shifts, making sure that audit policies and structure were in place in accordance with brand, hotel and accounting requirements making sure to spot, analyse and report errors. I liaise with the accounts department and managers to approve new changes and implement better procedures to make the audit as efficient as possible. Wishing to expand this I moved into my current role to learn more in-depth financial procedures from invoicing, ledger management and supplier co-ordination, which allowed my error spotting and problem solving skills to develop more in this field.

Management & Hotel Openings

I have been part of two brand new hotel openings, starting from before construction had been completed all the way through to opening and through the beginning stages of the hotels lives. I have learnt a lot of experience in starting from scratch and putting SOP's and guidelines in place that enable the smooth operation of each hotel, as well as assisting other departments with delegation of tasks to ease pressure off shifts. Adhering tightly to follow both legal and brand requirements and setting them in place was paramount.

Recruiting & Training

I have had a lot of experience with recruitment, hiring the best candidates and choosing those that embody the ethos of each of the brands I have worked for. I conducted training and followed up with 30, 60, 90 day reviews to ensure that we maintained a harmonious working team and that integration was done smoothly. I worked with the STAR question model and feel comfortable doing so in the future.

Additional Duties

Having been a key worker within previous hotels, both in my auditor role and as a manager, I have volunteered for many charity and social events. I am a key member of our hotels social team for organising charity events and associate functions and welfare for the past ten

years. I also worked as the hotels Troncmaster prior, which as a position of trust means I had to uphold the highest integrity when handling and following guidelines.

Training Courses & Awards

I have been on many internal training courses. As I have spent the longest with Marriott I have a wealth of knowledge of all their exceptional training edicts as well as many awards, such as Spirit to Serve and winning the global Local Restaurant Champion for the Renaissance brand. With Hilton I have experienced an entirely new side of their core values, as well as the RBH management modules and can bring both sides of their trainings to new ventures. Since then and working with both Key Green and IHG I have expanded my knowledge of many different managing companies that spans global coverage.

Experience

Finance Assistant

Holiday Inn Manchester City Centre 2022-present

Wishing to learn more and grow into a financial position I took a pay cut as part of an opportunity to work in the accounts department in the Holiday Inn. As part of my time there I was covering maternity cover and holidays of the others in a very small team, often running the entire departments responsibilities by myself, including submitting finished batches and spreadsheets to head office, attending management meetings and ensuring payments and invoices were managed within payment terms. I picked up many new skills and have assisted in helping the hotel break from their previous management company and set up new procedures to deal with this change.

Senior Night Manager

Hampton by Hilton Northern Quarter 2020-2022

As Senior manager of the nights team I joined the Hampton team in April 2020. As with most businesses with the pandemic the hotel opening was delayed and when we eventually opened, it was during lockdown. Learning and adapting our entire structure, as a newly formed team from what we expected to the situation we found ourselves in, as well as being a core pillar of that team, guiding and helping fledgling managers with hiring, procedures, problem solving, has been an incredible experience. I now know that whenever I take part in any sort of opening that anything is possible, and any challenge can be overcome by working together.

Night Manager

AC Marriott Northern Quarter 2018-2020

Joining a new Marriott team, both in terms of a hotel, and as a brand, with helping them open their new hotel in Manchester was an eye opening experience. Putting into place policies and procedures from scratch and working and communicating with other managers with allocating tasks, going back and rehashing ideas to find the best, or better solutions was a very rewarding experience. Setting up rooms as well as assisting Maintenance with snagging, being a part of the learning curve of all the key systems, and getting us to the sign off date for the hotel helped to really feel a part of the hotel from

the ground up. When I left the hotel I was very confident with the stability of the night's team, both from a training side of things as well as the procedures in place to ensure it continued to operate brilliantly.

J1-Visa Attendee

Marriott Baltimore Waterfront 2017-2018

Attending a year long program in America in a large 700 bedroom hotel, running liaisons between sales and front office for meeting upgrade goals. Tracking and monitoring of fraudulent claims for discounts and reporting to managers saved revenue loss. Worked in rotation throughout the front office team to cover areas from answering phones to check-in and night audit, covering all roles in one of the busiest and largest Marriott hotels on the eastern coast.

Senior Night Auditor

Renaissance Hotel Manchester City Centre 2012-2017

Running night audit, checking guests in and out, taking room service orders, following correct cashiering procedures, active security position as well as housekeeping and engineering knowledge, checking and correcting errors, flagging mistakes, report generating and data analysis and input.

Food & Beverage Shift Leader

Renaissance Hotel Manchester City Centre 2008-2012

Running day to day shifts in room service, restaurant, and bar departments, managing associates and allocating tasks, organising cleaning rotas and making checklists, working with chefs to build and maintain good working relations, assisting managers with rotas and training of associates.

Education

Salford University

2004-2008

BA, Physics

Baines Sixth Form

2002-2004

A Levels (Physics, Mathematics, ICT)
