

[First Last Name]

[City, Country] | [email@example.com] | [+00 000 000 0000] | [LinkedIn URL]

PROFESSIONAL SUMMARY

[Experienced **Hotel Manager** with over [X] years overseeing full-service properties, driving guest satisfaction, and optimizing revenue performance.]

[Proven track record in leading cross-functional teams, implementing **operational standards**, and improving GOP through cost control and upselling programs.]

[Skilled in **P&L management**, strategic planning, and brand compliance for both independent and branded hotels, with a strong focus on service culture and staff development.]

PROFESSIONAL EXPERIENCE

[Hotel Manager] | [Luxury City Hotel]

[City, Country] | [Month Year] – Present

- [Lead daily operations of a [XXX]-room, [4/5]-star property, overseeing front office, housekeeping, F&B, and maintenance teams totaling [XX]+ staff, achieving a [X%] improvement in overall guest satisfaction scores on [Booking.com/Tripadvisor] within [12] months.]
- [Implemented revenue management and dynamic pricing strategies using [PMS/Channel Manager/Revenue Management System Name], increasing RevPAR by [X%] year-over-year while maintaining brand standards and market competitiveness.]
- [Optimized departmental budgets and cost controls across labor, utilities, and procurement, improving GOP by [X] percentage points] and reducing controllable expenses by [X%] without compromising service quality.]

[Assistant Hotel Manager] | [Business Boutique Hotel]

[City, Country] | [Month Year] – [Month Year]

- [Supported the General Manager in managing a [XXX]-room property, coordinating daily operations and shift coverage, contributing to an increase in average occupancy from [X%] to [Y%] over [Z] months.]
- [Led a team of [XX] front office and guest relations staff, introducing new service scripts, upselling techniques, and complaint-resolution procedures that reduced guest complaints by [X%] and boosted ancillary revenue by [X%.]
- [Collaborated with Sales & Marketing to develop local corporate partnerships and group packages, helping grow corporate segment revenue by [X%] and stabilizing weekday occupancy in low season.]

EDUCATION

[Bachelor of Science in Hospitality Management] | [University Name]

[City, Country] | [Month Year] – [Month Year]

- [Relevant coursework: Hotel Operations, Revenue Management, Financial Accounting, Service Quality Management, Food & Beverage Management.]

[Diploma in Hotel & Tourism Management] | [Institute Name]

[City, Country] | [Month Year] – [Month Year]

- [Graduated with [Honors/Distinction]; completed internship at [Hotel/Resort Name] focusing on front office and guest services.]

SKILLS

- **Hotel Operations:** [Front Office Management], [Housekeeping Oversight], [F&B Coordination], [Shift Scheduling], [SOP Implementation]
- **Revenue & Finance:** [Revenue Management], [Budgeting & Forecasting], [P&L Analysis], [Cost Control], [Upselling & Cross-Selling Programs]
- **Guest Experience:** [Service Excellence], [Complaint Resolution], [Loyalty Program Management], [VIP & Group Handling], [Quality Audits]
- **Leadership & People:** [Team Leadership], [Staff Training & Coaching], [Performance Management], [Conflict Resolution], [Multicultural Team Management]
- **Systems & Tools:** [PMS (e.g., Opera, Protel, Fidelio)], [Channel Managers], [POS Systems], [OTA Extranets], [MS Office (Excel, Word, PowerPoint)]
- **Compliance & Standards:** [Brand Standards Compliance], [Health & Safety], [HACCP Awareness], [Security Procedures], [Audit Preparation]
- **Languages & Soft Skills:** [Language 1 – Native], [Language 2 – Fluent], [Professional Communication], [Problem-Solving], [Time Management], [Customer-Centric Mindset]

SELECTED PROJECTS & ACHIEVEMENTS

[Guest Experience Enhancement Initiative] | [Luxury City Hotel]

[Month Year] – [Month Year]

- [Designed and launched a new guest feedback and follow-up process using [Survey Tool/CRM], increasing response rates by [X%] and raising average satisfaction scores from [X.X] to [Y.Y] within [6] months.]

[Operational Efficiency & Cost Optimization Program] | [Business Boutique Hotel]

[Month Year] – [Month Year]

- [Streamlined housekeeping and maintenance workflows and renegotiated supplier contracts, reducing operational costs by approximately [X%] annually while maintaining guest satisfaction KPIs above [X%.]