

# Angeletta Salger

Hotel Front Office Manager

## Profile

I have over 5 years of experience as a hotel front office manager. I am responsible for overseeing all aspects of the front office, including reservations, guest check-in/check-out, and concierge services. I am also responsible for supervising the Front Office staff and ensuring that they provide excellent customer service to our guests. In addition, I oversee the operations of the hotel's lobby and public areas.

## Employment History

### Hotel Front Office Manager at Marriott International, Inc., TX

May 2022 - Present

- Negotiated a 15% increase in room rates with corporate clients, resulting in an additional \$100,000 in revenue for the hotel.
- Successfully implemented a new reservations system that decreased booking errors by 25%.
- Trained and supervised a team of 10 front desk clerks.
- Created and enforced strict arrival and departure procedures which increased customer satisfaction scores by 8%.
- Implemented up-selling techniques that resulted in a 20% increase in sales of add-on services such as spa treatments and restaurant reservations.

### Assistant Hotel Front Office Manager at Hilton Worldwide, TX

Jul 2017 - Mar 2022

- Hired, trained and supervised a team of 20 front office staff.
- Implemented new systems and processes that resulted in a 15% increase in efficiency.
- Negotiated discounts with local vendors which saved the hotel \$10,000 per year.
- Created and implemented a customer satisfaction survey that improved guest satisfaction scores by 5%.
- Led the team to achieve occupancy goals for 3 consecutive months.

## Certificates

### Certified Hotel Front Office Manager (CHFOM)

Sep 2020

### Certified Hospitality Customer Service Professional (CHCSP)

Jun 2019

## Memberships

American Hotel & Lodging Association

National Restaurant Association

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📍 123 Elm Street, Houston, TX 77002

## Education

### Bachelor of Science in Hospitality Management at University of Houston

Sep 2013 - May 2017

I have learned excellent customer service skills, how to manage a team of staff, how to plan and organise events and how to market a business.

## Links

[linkedin.com/in/angelettasalger](https://www.linkedin.com/in/angelettasalger)

## Skills

Communication

Customer service

Organization

Multi-tasking

Prioritization

Time management

Computer skills

## Languages

English

Japanese