

Franki Twietmeyer

Hotel Manager

✉ franki.twietmeyer@gmail.com

☎ (164) 735-7732

📍 3600 W Northern Lights Blvd,
Anchorage, AK 99503

Education

Bachelor of Science in Hotel Management at University of Alaska Fairbanks

Aug 2013 - May 2017

The skills I've learned while studying Bachelor of Science in Hotel Management are: teamwork, communication, customer service, problem solving, and time management.

Links

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

Skills

Customer service

Communication

Organization

Leadership

Time management

Problem solving

Languages

English

Indonesian

Profile

I am a hotel manager with over 5 years of experience in the hospitality industry. I have gained a wealth of knowledge and skills in this field, and have successfully managed hotels of various sizes. I am an effective leader and motivator, able to get the best out of my team members to achieve excellent results. I also have a strong financial acumen, able to effectively manage budgets and maximise profitability. In my most recent role as Hotel Manager at The Grand Hotel, I oversaw all aspects of operations for the 300-room property including guest relations, housekeeping, food & beverage service, and events management. Under my leadership our team achieved high levels of customer satisfaction resulting in increased occupancy rates by 3%.

Employment History

Hotel Manager at Marriott International, AK

Apr 2022 - Present

- Hired and trained a team of 15+ employees who provided excellent customer service to hotel guests.
- Implemented new policies and procedures that increased employee satisfaction by 20%.
- Achieved 85% occupancy rate for the hotel during peak season.
- Negotiated discounts with suppliers that saved the hotel \$5,000 per month.
- Resolved conflict between employees which improved morale by 25%.

Assistant Hotel Manager at Hilton Worldwide, AK

Jul 2017 - Mar 2022

- Trained and supervised a team of 15 employees.
- Implemented new guest check-in/check-out procedures that decreased wait times by 30%.
- Coordinated with vendors to procure supplies at 10% below budget.
- Negotiated room rates with corporate clients, resulting in an increase in revenue by 12%.
- Planned and executed special events for up to 200 guests.

Certificates

Certified Hotel Manager (CHM)

May 2021

Certified Hospitality Supervisor (CHS)

Sep 2019

Memberships

American Hotel & Lodging Association

National Restaurant Association