

Marleena Tange

Front Office Supervisor

- ✉ marleena.tange@gmail.com
- ☎ (592) 166-7300
- 📍 123 Maple St, Nashville, TN 37201

EDUCATION

Associate of Applied Science
in Hospitality Management at
Chattanooga State Community
College, Chattanooga, TN

Aug 2017 - May 2021

Relevant Coursework: Hospitality
Operations, Food and Beverage
Management, Front Office Procedures,
Marketing and Sales, Event Planning,
Human Resource Management,
Financial Accounting, and Customer
Service Strategies.

LINKS

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

SKILLS

- Multitasking
- Time-management
- Conflict-resolution
- Microsoft Office
- Customer-service
- Decision-making
- Team-building

LANGUAGES

- English
- Dutch

HOBBIES

Organizing social events

PROFILE

Results-oriented Front Office Supervisor with 2 years of experience in managing daily operations, providing exceptional customer service, and driving team performance in fast-paced hospitality settings. Adept at streamlining processes, training staff, and coordinating with various departments to ensure seamless guest experiences. Proven ability to enhance satisfaction, maximize revenue, and promote efficiency while maintaining the highest standards of service.

EMPLOYMENT HISTORY

- **Front Office Supervisor at Hilton Nashville Downtown, TN**
May 2023 - Present
 - Successfully managed a team of 10 front office staff, achieving a 15% increase in overall guest satisfaction ratings within the first year of supervision.
 - Streamlined front office operations by implementing new check-in and check-out procedures, reducing average wait times by 25% and increasing efficiency.
 - Spearheaded a training program for new hires, resulting in a 30% reduction in onboarding time and a 20% increase in employee retention rates.
 - Collaborated with the sales and marketing team to develop promotional packages, contributing to a 10% increase in room bookings and a 7% growth in overall revenue for Hilton Nashville Downtown.
- **Assistant Front Office Supervisor at Marriott at Vanderbilt University, TN**
Sep 2021 - Apr 2023
 - Successfully increased customer satisfaction scores by 15% over a 6-month period by implementing new training programs and streamlining front desk processes, contributing to Marriott at Vanderbilt University's reputation for exceptional guest services.
 - Managed a team of 10 front desk agents, reducing employee turnover by 25% within one year through effective communication, mentorship, and recognition programs, resulting in improved staff morale and increased productivity.
 - Spearheaded a project to upgrade the property management system, leading to a 20% increase in efficiency and a reduction in check-in wait times by 30%, enhancing overall guest experience and boosting positive online reviews.

CERTIFICATES

Certified Front Office Manager (CFOM)
May 2022

Certified Guest Service Professional (CGSP)
Aug 2020

MEMBERSHIPS