

OCIE MILCZAREK

Hotel Assistant Manager

ocie.milczarek@gmail.com

(730) 828-7891

123 Main St, Boise, ID



PROFILE

Dedicated Hotel Assistant Manager with 2 years of experience in providing exceptional guest experiences and driving operational efficiency. Proficient in managing daily hotel operations, coordinating staff schedules, and overseeing event planning. Adept at monitoring budgets, implementing sales strategies, and ensuring high-quality customer service. Demonstrated ability to foster strong relationships with team members and guests, resulting in increased customer satisfaction and repeat business.

LINKS

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

SKILLS

Reservation management

Housekeeping coordination

Guest relations

Staff supervision

Revenue optimization

Event planning

Opera PMS proficiency

LANGUAGES

English

Urdu

HOBBIES

EMPLOYMENT HISTORY

Assistant Hotel Manager at Red Lion Hotel, ID

May 2023 - Present

- Successfully increased overall guest satisfaction rate by 15% within the first year through implementing effective staff training programs and streamlining customer service processes at Red Lion Hotel, ID.
- Boosted room occupancy rate by 10% in 2019 by executing targeted marketing campaigns and collaborating with local businesses to offer attractive packages to guests.
- Reduced operational costs by 8% in 2020 through the introduction of energy-efficient systems and negotiating better contracts with suppliers, resulting in annual savings of \$50,000 for the hotel.

Hotel Operations Assistant Manager at , ID

Jul 2021 - Apr 2023

- Successfully managed a team of 30+ staff members, resulting in a 20% increase in overall guest satisfaction ratings during their tenure.
- Streamlined the check-in and check-out processes, reducing average wait times by 15 minutes and increasing positive customer feedback by 35%.
- Implemented a new inventory management system, leading to a 25% reduction in supply costs and a 10% improvement in overall operational efficiency.
- Coordinated and executed over 200 successful events, including weddings, conferences, and corporate functions, generating more than \$1 million in revenue for the hotel.

EDUCATION

Bachelor of Science in Hospitality Management at Boise State University, ID

Sep 2016 - May 2021

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Event Planning, Marketing, Human Resources, Financial Management, Customer Service, and Tourism Development.

CERTIFICATES

Certified Hospitality Supervisor (CHS)

Feb 2022

Certified Rooms Division Executive (CRDE)

May 2020