

Juanika Bleemel

Hotel Front Office Manager

Profile

Dedicated and customer-oriented Hotel Front Office Manager with 2 years of experience in providing exceptional guest services, managing daily operations, and leading cross-functional teams. Proficient in streamlining check-in and check-out procedures, addressing guest inquiries, and driving revenue growth. Adept at fostering a positive work environment and maintaining strong relationships with staff, vendors, and hotel guests. Committed to achieving operational excellence and enhancing overall guest satisfaction.

Employment History

Hotel Front Office Manager at Hilton Santa Fe Historic Plaza, NM

Feb 2023 - Present

- Implemented a new check-in system that reduced average guest waiting time by 35%, resulting in increased customer satisfaction ratings by 20% and positive feedback from over 500 guests.
- Streamlined the room allocation process, leading to a 25% increase in room revenue within the first year and a 15% reduction in room upgrade requests, which contributed to an overall improvement in the hotel's occupancy rate.
- Coordinated with the housekeeping and maintenance departments to prioritize and address guest concerns, resulting in a 40% decrease in guest complaints and a 30% increase in repeat bookings.
- Successfully trained and mentored a team of 10 front office staff, resulting in a 50% increase in employee retention rates and a 20% improvement in overall team performance.

Assistant Front Office Manager at Hyatt Regency Albuquerque, NM

Jul 2021 - Dec 2022

- Successfully increased overall guest satisfaction scores by 15% within the first year by implementing new front office training programs and streamlining check-in processes for better efficiency at Hyatt Regency Albuquerque, NM.
- Led a team of 10 front office staff and reduced employee turnover rate by 25% within 18 months by implementing employee engagement initiatives and fostering a positive work environment.
- Boosted revenue by 12% within a year through effective upselling strategies and optimizing room allocation, resulting in an additional \$150,000 in annual revenue for Hyatt Regency Albuquerque, NM.

Certificates

Certified Hospitality Supervisor (CHS)

Oct 2021

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📍 1234 Desert Sun Rd, Albuquerque, NM 87121

Education

Bachelor of Science in Hospitality Management at University of New Mexico, Albuquerque, NM

Aug 2017 - May 2021

Relevant Coursework: Hospitality Operations, Food and Beverage Management, Lodging Management, Event Planning, Tourism Management, Marketing and Sales, Financial Management, Human Resources, Facility Management, and Hospitality Law.

Links

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

Skills

Multitasking

Time-management

Problem-solving

Communication

Organization

Opera PMS (Property Management System)

Guest relations

Languages

English

Portuguese