

RENZ MARK VILLASENOR

HOTEL OPERATIONS MANAGER



P 63-977-629-6855

E mark_um18@yahoo.com

A 59 Concha Cruz Drive BF
Homes Paranaque,
Paranaque City,
Philippines

OBJECTIVE

To obtain a strategic position in great institution where I can utilize my God-given talents, knowledge and skills to the fullest.

EXPERIENCE

The Sulo Riviera- Diliman Quezon City
Hotel Operations Manager
April 4, 2016 to July 11, 2021

- Verifies that goals are being translated to the team as they relate to guest tracking and productivity
- Creates and nurtures a property environment that emphasizes motivation, empowerment, teamwork, continuous improvement, and a passion for providing service.
- Leads by example demonstrating self-confidence, energy and enthusiasm
- Assists employees in understanding guests' ever-changing needs and expectations, and exceeding them
- Assists in managing the execution of all operations in the rooms area departments (e.g Front Office, Engineering/Maintenance, Housekeeping, Rooms Division and Sales Department)
- Performs approval for all operation-related Hotel transactions including purchase requests, memorandums, petty cash etc.

The B-Hotel (Bellevue Hotels and Resorts)- Muntinlupa
Resident Manager
June 2012 to October 2015

- Acts as the Hotel Manager
- Attends Board of Directors meeting
- Assists Sales Department in conceptualizing strategies to increase and improve revenue
- Assists Finance Department in preparing operating budgets, capital expenditure and manpower budgets

EDUCATION

The University of Manila
Bachelor of Science in Hotel and
Restaurant Management

June 2004 to May 2008

Dr. Pio Valenzuela Scholar, 9th Batch

Consistently in the DEAN's List

KEY SKILLS

- COMMUNICATION
- INTERPERSONAL
- LEADERSHIP
- FLEXIBLE
- CLIENT FOCUS

AWARDS

- BEST EMPLOYEE OF THE YEAR
- EXECUTIVE DIRECTOR
AWARDEE
- MOST PROMINENT EMPLOYEE

- Identifies process improvements to achieve financial goals and operational stability
- Attends Revenue Meeting
- Assists Human Resources in development and training program for the staff
- Motivates, evaluates and counsels staff
- Coordinates with Sales and Marketing, Food and Beverage Department's annual food and room promotions.
- Closely working with front Office, Housekeeping and Engineering for the daily efficiency of the operations
- Acts on escalated guest complaints

Quantum Hotels and Resorts- Paseo de Roxas, Makati City

The Ritz Hotel at Garden Oases- Davao City

Resident Manager

December 2010 to May 2012

- Overall in-charge of the hotel: Operations (Front Office, Housekeeping, Engineering, Food and Beverage, Security and Safety). Supervises Accounting and Finance, Purchasing, Sales and Marketing and Human Resources.
- Address guest's complaints and/or concerns
- Establish work schedules and develop and implement business plans.
- Conducts property inspection and ensure to address problems by means of properly coordinating them to concerned division/s.

Quantum Hotels and Resorts- Paseo de Roxas, Makati City

Front Office Staff (Management)

April 2008- November 2010

Front Office Supervisor

- Oversees Front Office and Reservations Department
- Submits Operations Report to Hotel Manager
- Does market survey and analysis to keep rates in competition
- Tracks complaints and feedbacks of guests, investigates and resolves accordingly
- Consolidates invoices for billing and keeps expenses on track (P&L)
- Handles training program and ensures adherence to SOPs
- Ensures that the staff's personal disciplinary sheets are updated for good job done and issue warning letters or counsels staff for some with concerns.
- Ensures adequate staffing coverage that meets the demand in the hotel
- Attends scheduled meetings

Front Office Associate

- Provides hospitality reception tasks to all guests
- Performs the check-in and check-out tasks following 5-star hospitality service standard
- Manages online, phone and online reservations
- Informs guests about inhouse facilities and policies
- Assists guests with their inquiries and performs tasks relative to billings, invoice, cash and credit card transactions

SEMINARS ATTENDED

- SELLING FOR REVENUE TRAINING (2014)
MANILA, PHILIPPINES
- MANAGER-ON- DUTY AND LEADERSHIP TRAINING (2012)
MANILA, PHILIPPINES
- CUSTOMER SERVICE TRAINING (2012)
MANILA, PHILIPPINES
- BILL COUNTERFEIT (2010)
MANILA, PHILIPPINES
- CUSTOMER RELATIONS MANAGEMENT (2009)
MANILA, PHILIPPINES
- BASIC SUPERVISORY TRAINING (2009) MANILA, PHILIPPINES
- FRONT OFFICE TRAINING (2009) MANILA, PHILIPPINES
- FRAUD MANAGEMENT (2009) MANILA, PHILIPPINES
- HOTEL GLOBAL STANDARDS OF SERVICE (2008) MAKATI, PHILIPPINES
- TRENDS AND ISSUES IN HOSPITALITY INDUSTRY (2007)
MANILA, PHILIPPINES

-
- Initiates acquiring of feedback from guests upon check-out and assists them with their air ticket arrangements
 - Provides concierge services and helps guests navigates places they wish to visit.
 - Assists Front Office Supervisor with guest folio auditing

COMMUNICATION

Good written and verbal presentation skills.
Public relations capabilities

LEADERSHIP

Able to effectively lead an organization and motivate people to work efficiently

REFERENCES

[Available upon request.]
