

Maricel Ganzon

Hotel Manager

Motivated Hotel Manager with 18 years background in managing guests and employees with tact and efficiency. Great at working with teams of all kinds. Successful at motivating team to reach highest potential. Service oriented hospitality leader with proven record overseeing efficient operations of Hotel facility. Satisfies guests consistently by directing team members to deliver top-notch service and create memorable experiences. Hardworking and focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.



Work History

Feb 2020 -
Current

Hotel Manager

Alpina Monte Carlo Travelers Inn and Restaurant, Pampanga, Philippines

- Oversees personnel including receptionist, kitchen staff, and office employees
- Monitors employee performance
- Conducts regular evaluations
- Collects payments
- Safe keeps records of budgets, funds, and expenses
- Resolves issues regarding hotel services, amenities, and policies
- Organizes activities and assign responsibilities to employees to ensure productivity
- Creates and applies a marketing strategy to promote the hotel's services and amenities

May 2016 -
Current

Hotel Manager

Alpina Monte Carlo Travelers Inn and Restaurant , Pampanga, Philippines

- Assists guests with concerns and questions
- Receives and resolves guest complaints and employee concerns
- Assigns duties to front office staff
- Observes performance to ensure adherence to hotel policies
- Identifies strategies to increase revenue, profitability, and guest satisfaction
- Conducts personnel actions, including disciplinary actions and termination



Contact

Address

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Philippines

Phone

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E-mail

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Skills

Guest Accommodations

Staff Supervision

Team Leadership

Staff Training and
Development

Team Performance

Customer Relations

Sales and Marketing

Apr 2010 -
Current

Resort Manager

Alpina Beach Resort 1 and 2 , Bataan , Philippines

- Oversees recruitment and training practices to ensure quality of resort staff
- Trains resort management teams to successfully handle service issues
- Maintains impeccable standards concerning resort maintenance, cleanliness and inventory
- Trains staff members on how to handle the expected routine issues
- Supports leadership by maintaining hotel standards and promoting hotel and its services
- Sets seasonal rates for different types of rooms

Apr 2002 -
Current

Hotel Manager

Alpina Monte Carlo Hotel, Pampanga, Philippines

- Provides guidance and motivation to achieve optimal performance
- Hires, motivates and assesses performance of staff to keep operations efficient and on-track
- Monitors revenue activity of hotel and facilities
- Supports leadership by maintaining hotel standards and promoting hotel and its services
- Trains staff members on how to handle the expected, routine issues and problem-solve complex concerns
- Monitors and develops team member performance

Apr 2002 -
Aug 2014

Office Clerk

SML Motors, Pampanga, Philippines

- Managed customer accounts by processing payments and receipts
- Answered phone calls and provided customers with pricing and details of motor vehicles
- Organized records, receipts and documents
- Performed simple bank transactions and basic bookkeeping operations
- Monitored inventory of office supplies and ordered supplies from approved vendors
- Ensured that office equipment is well-maintained by scheduled servicing and repairs with vendors

Jun 2001 -
Apr 2002

Accounting Clerk

Wonju international Inc., Pampanga, Philippines

Service Promotion



Languages

Filipino

English



Education

1996-06 -
2001-04

Bachelor of Science: Accountancy

*Holy Angel University - Angeles City, Pampanga,
Philippines*

WES Equivalency Report: Bachelor's degree (four years)

Valid until Feb 2026

Reference available upon request