

TEVIN DARRELL

FRONT OFFICE MANAGER

PERSONAL PROFILE

Dedicated, results-driven and skilled in managing day-to-day hotel operations, optimizing guest satisfaction, and ensuring seamless coordination between departments. Seeking to leverage expertise in operations management, staff supervision, and guest relations to contribute to the success of a reputable hotel.

SKILLS

- Hospitality professional with over 10 years of experience in luxury brand hotels, resorts and boutique hotels
- Specialize in POS, Maestro, FS-PMS, Opera, Salesforce
- Experienced in VIP/Elite guest service
- Successful working in a team environment, as well as independently
- The ability to work in a high intensity environment
- Phenomenal customer service, organizational and problem solving skills

WORK EXPERIENCE

The Hazelton Hotel, Front Office Manager

JAN 2024- PRESENT

- Handles with complaints, problem-solving, disturbances, special requests and any other issues that may arise
- Produce daily reports for departments and department heads
- Ensure the accurate completion of the daily night audit in a timely fashion.
- Checking in and out of hotel guests, creating walk-in reservations, answering phones and general guest question adhering to Forbes 5 Star standards
- Maximize efforts towards productivity, identify problem areas and assist in implementing solutions

The Hazelton Hotel, Night Manager

JULY 2019 - JAN 2024

- Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and associate performance.
- Executes all daily managerial tasks, including attending meetings and implementing ways to streamline the guests and staffs experience
- Properly prepare and organize check-in and check-out procedures for Convention Centre groups and Blue Jay's games
- Overlooks hotel staff performance and assisted with the preparation of staff assessments
- Manage scheduling and payroll for staff

TEVIN DARRELL

MANAGER ON DUTY

STRENGTHS

- Empathy - I can sense the feelings of other people by imagining myself in their lives or situations
- Maximizer - I focus on strengths as a way to stimulate personal and group excellence
- Includer - I am accepting of others, and make an effort to include those who feel left out
- Adaptability - I am a "now" person who takes things as they come
- Analytical - I think about all the factors that might affect a situation

EDUCATION

George Brown College:
Tourism & Hospitality
Management 2016-2018

Saint Francis Xavier University:
Psychology 2010-2013

CONTACT

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WORK EXPERIENCE

Toronto Marriott City Centre, Guest Service Manager

- Resolved customer complaints, and anticipated potential problems by reviewing and monitoring operational issues, business flow, and associate performance.
- Properly prepare and organize check-in and check-out procedures for Convention Centre groups and Blue Jay's games
- Manage scheduling and payroll for staff

The Radisson Blu Hotel, Guest Service Manager / Housekeeping Supervisor

JANURARY 2020 - JULY 2021

- Supervise, schedule, and train a team of 6 front desk and 12 housekeeping staff
- Established efficient workflow process, monitored daily productivity and implemented modifications to help with effectiveness
- Guaranteed positive customer experiences; resolved all customer complaints in a timely manner.

Toronto Marriott Bloor Yorkville, Guest Service Manager

APRIL 2017 - JULY 2019

- Efficiently check in guests and properly inform guest about the property, facilities, services and points of interest
- Conduct pre-arrival preparation for Elite guests
- Complete all night audit procedures (ie system backups, revenue reviews, analyzed revenue receipts and bill postings)