



# SIDNEY FRANCO

Hotel Front Office Manager

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United States, Mason, OH, 3123 Walnut Hill Drive, 45040 



## PROFESSIONAL SUMMARY

Dedicated and results-driven Hotel Front Office Manager with over 7 years of experience in optimizing administrative operations and leading teams to deliver exceptional guest experiences. Proven expertise in implementing strategic initiatives to enhance organizational efficiency and effectiveness within the hotel industry. Adept at budget management, workflow optimization, and fostering a welcoming and supportive atmosphere for both guests and staff.

## EDUCATION

2012 - 2016

### Bachelor of Science in Hospitality

Cincinnati State University / United States, Cincinnati, OH

## SKILLS

- Document Management Expert
- Communication Skills Expert
- Accounts Payable/Receivable Expert
- Reporting Skills Expert
- Budgeting Expert
- Hospitality management Expert
- Multi-tasking Expert
- Customer service Expert

## LANGUAGES

- French (Intermediate)

## HOBBIES

- Dancing
- Cooking
- Traveling

## EXPERIENCE

2020 - Now

### Assistant Office Manager

#### Quantum Inn / United States, Mason, OH

- Direct a team of 10 administrative professionals, offering guidance and support for smooth functioning of daily operations at the hotel front office.
- Introduced efficient filing systems and digitized document processes, leading to a 25% decrease in retrieval time and enhancing overall organization.
- Streamline communication channels, fostering better collaboration between departments and cutting response times by 30%, resulting in improved guest satisfaction.
- Initiated the implementation of project management software, enhancing task tracking and project completion rates, thereby optimizing operational efficiency and guest service delivery.

2016 - 2020

### Administrative Assistant

#### Nexus Inn / United States, Cincinnati, OH

- Managed coordination of office events and employee recognition initiatives, fostering a positive and engaging work atmosphere.
- Conducted comprehensive training sessions to familiarize staff with new software applications, enhancing team proficiency and minimizing errors.
- Implemented efficient strategies for procuring office supplies, resulting in a 20% decrease in annual expenses.

## CERTIFICATIONS

2020 - Now

### Certified Office Manager (COM)

International Association of Administrative Professionals (IAAP)

