

Terrence Henry | Operations Coordinator

Location: xxxxxxxx
Telephone: +xxxxxxxxxx
Email: xxxxxxxxxxxx

Professional Summary

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Core Skills

- Custom
- Prioritis
- Record

Requirements
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Deadlines

Education

- Business
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- Logis

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Career History

2011 –

Academic study

1998 –

2004 –

Outline
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Key Responsibilities

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Key Achievements

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Key Responsibilities

- Responsible for all the day to day operations of the hotel, coordinate and manage the staff and ensure the highest standards of service
- Received, screened and responded to all guest enquiries and requests
- Oversaw the hotel's financial performance and ensured the budget was met
- Assisted with the hotel's marketing and public relations documentation
- Maintained a high level of customer service and ensured all guests required

Key Achievements

- Designed and implemented a new hotel management system making
- Built and managed a team of hotel staff as
- Travelled to various countries to negotiate with local authorities and negotiate

1998 – 2003

Outline

Worked within the hotel industry for 10 years, representing a variety of specialism,

Key Responsibilities

- Facilitate the hotel's day to day operations and liaise with the hotel's management
- From a customer service perspective, ensure the hotel's reputation is maintained
- Ensured the hotel's financial performance was met by preparing and submitting the hotel's financial statements
- Coordinated the hotel's marketing and public relations activities

Key Achievements

- Completed the hotel's financial statements and staff and
- Served the hotel's customers and ensured the highest standards of service

1995 – 1998

Outline

Responsible for the hotel's day to day operations, support within this small local hotel and guests

Key Responsibilities

- Received and responded to all guest enquiries, allocated rooms, front desk area
- Served the hotel's customers and ensured the highest standards of service, shooting / resolving
- Prepared the hotel's financial statements and submitted them to the hotel's management

Key Achievements

- Utilised the hotel's financial statements to support foreign clients and
- Facilitated the hotel's day to day operations, personnel and the hotel's reputation

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