



MARVIN SALALIMA

**2/6-7 Sakdidet Road, Tamboon Vichit Amper Muang Phuket
83000
Phuket, Thailand
Mobile: 093-6845131**

CAREER OBJECTIVE

To obtain a management function in any filled of guest service industry and fully share my experience in the multicultural hospitality operations further developing my skills for firm professional growth.

CAREER SUMMARY

A professional with a length of 12 years in the customer services and hospitality industry concentrating on business operations with a strong planning and leadership skills.

PROFESSIONAL EXPERIENCE

**The Grand Southsea Khaolak Owned and Manage by Ramada Phuket Southsea
44 Moo 2 Khukkhak, Takuapa District
Phang-nga 82190 Thailand
Hotel Manager May 2018 – August 2018**

Duties :

- **Controls entire hotel operation**
- **Conduct and maintain staff performance check**
- **Monitor outlets revenue and control cost**
- **Prepare business plan for additional potential resort revenue**

**Ramada Phuket Southsea by Wyndham Hotels
204 Karon Beach Road, Muang District, Phuket 83100 Thailand
Hotel Manager
July 5, 2017 – April 2018**

Duties :

- **Responsible for directing the entire resort operations and in charge of the year operations planning budget**
- **Monitor daily cost with accounting to maintain targeted budget**
- **Create new SOPP to maintain staff standard on daily work task**
- **Implement new strategies for Food and Beverage department to achieve goal and targeted budget**

**ISSARA Resort, M-NARINA Resort, YK Patong Resort, Manage by Tuana Hotel Group
34/58 Prachanukroh Road, Patong Beach, Kathu Phuket, 83150 Thailand
Hotel Manager
Dec 2014 – Feb 2017**

The Phulin Resort, Manage by Tuana Hotel Group
10/2 Soi Patak 18, Patak Road, Karon Beach Muang Phukert 83100
Hotel Manager
Feb 2014 – Dec 2014

Duties :

- **Responsible for directing the entire resort operations and in charge of the year operations planning which includes budgeting.**
- **Implemented resort marketing and advertising plans using trade shows, televisions, media connections, advertising boards, road signage, airport collateral and direct mailing**
- **Overview HR issues which includes interviewing, hiring, training, assigning work, coaching/counseling and performance appraisals.**
- **Leads all department heads in the effort to ensure optimum efficiency and profitability in all aspects of property management as well as proper guest service etiquette.**
- **Monitors all rooms related systems that directly impact the guest, to ensure proper procedures are in place and followed which allow for an outstanding guest experience.**
- **Directs the activities of key guest contact departments by giving guidance, leadership and instruction to department heads.**
- **Monitors and controls the Rooms Division and Food and Beverage Operation in the areas of revenue, expenditure, profitability and performance against budget.**
- **Closely works with the Front Office Manager and Food and Beverage Manager to ensure all guests receive prompt, cordial attention and personal recognition.**

Reference: Mr. Viwat Sritiraj, Business Development Executive – 089-9739954

Koh Tao Hill Side Resort
19/1 Moo 1, Tumbon Koh Tao, Amphur Koh Pha-Ngan, Suratthani 84360 Thailand
Front Office Manager
Jan 2013 – Jan 2014

Duties:

- **Controls daily operation in front office and assist Resort Manager if he is not on duty in looking all over the operation of the resort**
- **Assures proper training for all the staff to offer excellent service to the guest**
- **Prepares monthly operation reports to be sent to Resort Manager**

D Va Ree Hotels Managed by DX Signature
128/2 Moo 3, Mai Khao Thalang, Phuket 83110
Front Office Manager
December 2012- July 2013

Duties:

- **Manage and monitor Front Office daily operation and assure guest service satisfaction**
- **Conduct training for staff to assure proper service deliver to guest professionally**
- **Controls front office cost and maximize revenue in every aspect of the daily operation**
- **Prepares monthly operation reports to be submitted to General Manager**

The Briza Beach Resort & Spa
173/22 Moo 2, T. Bophut Koh Samui, Suratthani 84320 Thailand
Front Office Manager
June 211 – July 2012

Duties:

- Manage and control Front Office Department and Reservation Department in a way of giving accurate details in handling daily basis task to be done.
- Consult with department heads to assure that all the guest request will be provided on time depending on the availability.
- Conducting morning brief to all front office staff to determine all past day concern and the previous day concerns to avoid complains from the guest.
- Plan and organize task in front office department in order to adhere the standard of company policies and procedures.
- Guide front office staff in daily operation to assure they can handle their daily routine job accurately.
- Prepare month end reports and discuss with the senior management what are the factors that need to be improve for the benefits of the Company.

Reference: Mr. Thaipine Suksingha, Executive Assistant Manager,0892902771

Inter City Boutique Hotel

24-25 Fa Ngum Road Ban Wat Chan Chantabouly

District, Vientiane Capital City,Lao PDR

Hotel Manager

September 2010 – May 2011

Duties:

- **Monitors and controls the Rooms Division and Food and Beverage Operation in the areas of revenue, expenditure, profitability and performance against budget**
- **Closely works with the Front Office Manager and Food and Beverage Manager to ensure all guests receive prompt, cordial attention and personal recognition**
- **Ensures all staff adhere to the standards set by the company**
- **Coordinates with all departments within the Rooms Division and directs exchange of information with other departments, notably Engineering and Security**
- **Consults with Department Heads on an ongoing basis to improve business conduct**
- **Work closely with Housekeeping, Engineering, and Sales & Marketing to assure groups and special functions are handled smoothly and maintain good appearance of the hotel**
- **Drive and deliver management initiatives in line with planned hotel objectives**
- **Ensures compliance of company standards and operating procedures**
- **Maintains appropriate standards of conduct, dress, hygiene, uniforms, appearance of employees**
- **Participates actively in the preparation of the monthly, quarterly and annual reports**
- **Maintains an up-to-date list of directives, instructions, and other related matters concerning the operational planning aspects of the department**
- **Administers program in accordance with approved budget allocation**
- **Controlling Food & Beverage operations ensuring everything is in line with the goal of the company**
- **Open new online booking agents and controlling the allotments as well as offering special arrangement for the clients who booked online to achieve more revenue for the benefits of the hotel**

Reference : Mr. Prasart Sirimongkol, Resident Manager,0895008810

Khaolak Emerald Resort & Spa

7/10 Moo 2 Ramkean,Thai Muang Phangnga 82210

Khuk Khak Beach, Khaolak

Front Office Manager

January 2010 – August 2010

- Carry out overall strategic management of the hotel, by creating efficient working relationships with all hotel colleagues
- Direct the property operations on a day-to-day basis to guarantee best possible performance and continual improvement in guest service, property appearance
- Assist all front office staff in the effort to ensure optimum efficiency and profitability in all aspects of property management
- Directs the activities of key guest contact by giving guidance, leadership and instruction to all front office staff

Reference : Mr. Thaipine Suksingha, Executive Assistant Manager,0892902771

ABSOLUTE Patong Ville & Spa
19 Sirirat Road Patong Beach
Kathu, Phuket 83150
Front Office Manager
February 2009 – December 2009

Duties:

- Manage daily operation smoothly and ensures guest satisfaction in unexceptional manner
- Monitor staff daily task and routine and assign accordingly to achieve positive goals
- Conduct trainings to make staff understand their daily routine and maintain standard policies & procedure
- Monitor & Controlling reservation updates to maintain partners good business communication
- Prepare month end reports and proposals to make adjustments for the benefits of the group & Guest
- Monitor accordingly the agents allotment and blocked rooms, special request specially V.I.P's to assure the satisfaction of the guest.
- Plan and execute strategies for proper guest relations and focusing on guest needs
- Prepares reports, memos, letters and other documents needed by the RM,GM and MD
- Ensure that senior management are kept informed of property concerns and opportunities That could makes additional revenue for company

Phi Phi Natural Resort , PP Don Company Limited
Moo 8 , Laemthong, Koh Phi Phi , Krabi 81000
Front Office Manager
January 2008 – January 2009

Duties:

- Manage and handle concerns from different guest and make daily operation satisfactory.
- Carry out overall strategic management of the hotel, by creating efficient working relationship with all hotel colleagues.
- Assist all departments in the effort to ensure optimum efficiency and profitability in all aspects of property management.
- Direct the activities of front office staff and giving guidance, leadership and instructions to achieve daily smooth operations and goals in front office department
- Monitor all rooms, tours, and all sources of revenue in the front office department.

- Organize tour trip to make efficient selling on every program tours for the guest
- Ensures all staff adhere to the standard policies set by the company
- Coordinates with all department heads to exchange information and ideas to achieve hotel goal
- Drive and deliver management initiative in line with planned hotel objectives
- Participates actively in the preparation of all front office reports to be prepared monthly, quarterly, and annually. Maintains an up-to-date list of directives, instructions, and other related matters concerning the operational planning aspects of the front office department
- Maintains appropriate standards of conduct, dress, hygiene, uniforms, appearance of employees
- Ensures compliance of company standards and operating procedures
- Evaluates monthly performance for the development of every staff
- Provide trainings for staff to make the daily operations satisfactory

Reference: Khun Chanchai Songtrakul, Managing Director ,

Santhiya Resort & Spa, Koh Phangan, Thailand

Guest Relations Manager

April 2006 - December 2007

Duties:

- Manage guest concerns with the assistance of Front Office for guest satisfaction and to make sure the operations work smooth and accurate.
- Contributes to the morale of the hotel by maintaining effective working relationships with hotel colleagues
- Closely work with the Front Office Manager and Food & Beverage Manager to ensure the Guest receives prompt, cordial attention and personal recognition.
- Manage a proper schedule arrangement for the Guest inquires and a group or individual tour trips.
- Ensures daily room arrivals of VIP's are blocked according to requirement, registration cards, welcome letter, booklets and amenities are ready before guest arrival to ensure a smooth and efficient check-in
- Oversees the performance of the Guest Relations Supervisor and provide guidance and assistance in the execution of their responsibilities and helping them to reach departmental objectives
- Check daily VIP departures to ensure rooms expected to depart are handled according to established procedures. Guest bills and credit arrangements are to be accurate to avoid any delays or disputes.
- Participate in training Front Office Section in handling VIP Guests
- To have a complete knowledge of the hotel product including room rates facilities and Food & Beverage Outlets, Spa and Health Club.

Reference: Khun Komkrit Chantaravisot, Managing Director

Coca-Cola Company, Philippines

Account Specialist

May 2005 – March 2006

Duties:

- Reports to sales area manager all possible strategies that would help increase market share.
- Prepare daily itinerary report to monitor the sales target.
- Visit constantly & negotiate on Key Account clients e.g. Shopping Malls, Whole Sale & Retail Outlets

Reference : Mr. Zosimo Malaza, Area Sales Manager

DOLE International Company, Philippines
Quality Control Supervisor, Palletizing Department
April 2004 – April 2005

Duties:

- Ensures that operational plans and procedures are implemented particularly relating to the details of product quality.
- Double checking all the products before taking in to the big wheeler trucks to make sure the high quality standard.
- Monitor costumer special request and requirements to assure quality assurance

Reference: Mr. Felipe Olalo, Chief Officer

Ford's Bakeshop and Restaurant, Philippines
Branch Manager
April 2003 – April 2004

Duties:

- Conduct planning and set standards for the benefit of the operations.
- Maximize the revenue and minimize the daily expenses in everyday operations.

Reference: Mr. Oscar Borres, Managing Director

EDUCATION

Bachelor of Science in Commerce Major in Banking and Finance

University of Mindanao, Philippines

QUALIFICATIONS & SKILLS

- Computer : MS Word, MS Excel, MS Power Point, Smart Finder System, Dpack System, Easy Fo, Comanche
- Proficient in oral and written English Communications, Good in Thai Communication
- Guidance Counseling, Reading and Making Business Plan
- Baking, Driving

ORGANIZATIONS

- Member, Junior Executive Bankers Association, Philippines
- Member, Notre Dame Society, Philippines

PERSONAL PROFILE

N-name	:	Bon
Gender	:	Male
Status	:	Single
Age	:	35
Height	:	5'10"
Weight	:	160 lbs.
Nationality	:	Filipino
Religion	:	Catholic
Date of birth	:	April 07, 1978