

Hotel Manager fabianodiniz@aabf.com.br

FABIANO DINIZ MARTINS



Age - **41**

Nationality- **Brazilian**

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fabianodiniz@aabf.com.br

please request to see my
reference letters , Diploma and
Certificates

DESIRED POSITIONS

Resident Manager
Night Manager
Assistant Manager
Assistant Front / Back Office Manager
Assistant Food & Beverage Manager
Assistant Banquet Manager
Laundry Manager
Chief Steward
Any position that you may need my skills

I CAN live and work in the Middle East for 2 years

I HAVE 16 years of experience in hospitality in Brazil and England.

Why should I be hired ?

Hiring me means having someone on the team with a differentiated profile. It means having a professional focused on growth. It means hiring a manager who makes conscious decisions, quickly, effectively and a person who takes the risks. I learn easily and I am always seeking to be assertive.

I am always developing my personal and professional skills and this helps me having emotional intelligence. I can also establish a good relationship, regardless of cultural factors.

You would have good profits with me once I am part of the team. As a negotiator, I usually have good results due to being a strategist. I use these skills along with creativity to sort problems out, I manage conflicts, and I see solutions where others normally don't see.

Once hired , we would both be aligned on the goals. The company would have a correct, transparent and committed professional.


I was in charge to host 9 Delegations from Europe, USA and Japan during the Olympics Games in Rio de Janeiro in 2016. Also have a strong working relationships and communications with everyone.

The day by day of a hotel and hospitality is what moves me up. So, this is a bit from me and this is why I should be hired!


Please call me today for a friendly job interview !!

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EMPLOYMENT HISTORY

1-Company SAMADHI GROUP – COSTA BRASILIS ALL INCLUSIVE RESORT & SPA ***** Website www.costabrasilis.com.br 		Location SANTO ANDRÉ/BAHIA Country BRAZIL	
Position GENERAL MANAGER – HOTEL MANAGER		Worked - From 01/08/2017 To 31/07/2018	
Compensation & Benefits			
Basic Pay	R\$ 108K/year	Benefits, if any	Health, student loan contributions, trainings, car, House for resident manager, 30 days vacation, meals, laundry.
Bonus, commision, ifany		Length of contract signed	12 months
Reasons for leaving this company. End of contract .			
Job Description Oversee the operations functions of the hotel / Hold regular briefings and meetings with all head of departments / Ensure full compliance to Hotel operating controls, policies, procedures and service standards / Lead all key property issues including customer service and refurbishment / Handling complaints, and oversee the service recovery procedures / Responsible for the preparation of the hotel's annual Operating Budget / Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded / Ensure all decisions are made in the best interest of the hotels and management / Deliver hotel budget goals / Developing improvement actions, carry out costs savings / A strong understanding of P&L statements and the ability to react with impactful strategies / Closely monitor the hotels business reports on a daily basis and take decisions accordingly / Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate / Maximizing room yield and hotels / Prepare a monthly financial report for the owners and stake holders / Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services / Overseeing and managing all departments and working closely with department heads on a daily basis / Be accountable for responsibilities of department heads and take ownership of all guest complaints / Provide effective leadership to hotel team members / Responsible for safeguarding the quality of operations / Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements / Able to work 24/7 just in case to respond to any emergency.			

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2-Company PORTOBELLO RESORT & SAFARI Website http://portobelloresort.com.br/ <div style="text-align: center;">  PORTOBELLO <small>RESORT & SAFARI</small> </div>		Location MANGARATIBA/RIO DE JANEIRO Country BRAZIL	
Position OPERATIONAL AND F&B MANAGER -	Period Worked - From 01/03/2016 To 04/11/2016		
Compensation & Benefits			
Basic Pay	R\$ 84K/year	Benefits, if any	Health, student loan contributions, trainings, House for resident manager, 30 days vacation, meals, laundry
Bonus, commision, ifany	Twice year	Length of contract signed	Up to 12 months
Reasons for leaving: End of contract for the Olimpics Games "Rio2016" period.			
Job Description Achievement of budgeted food sales, beverage sales / Timely analysis of Food & Beverage Prices in relation to profits margin / Development and maintenance of all department control procedures / Handle all Food & Beverage inquiries and ensure timely follow up on the same business day / To confirm all details relative to group functions with meeting/banquet planners / Directly responsible for large function billings and overseeing medium and small function billings / Attendance and participation at weekly F & B meeting and Department Head meeting / Development and maintenance of department manual / Be available to Hotel Staff at all times in case of emergency / Overseeing monthly inventory / Assure the ordering and purchasing of beer, wine, liquor, premix canisters and canned soft for Food& Beverage and vending / Directly responsible for larger groups / Consistent check of Banquet Food and Beverage quality / Quality of meeting room set-up / Work with the Chef Assistant Manager of Food & Beverage and Food & Beverage Supervisor to ensure all arrangements and details are dealt with / Minimize number of customer complaints / Ensure a professional attitude and proper business attire when on property, ready to meet or service a client at any time / Responsible for staff training and development / Discipline of personnel when required / Responsible for overseeing all scheduling within the department / Report any deficiencies in equipment and facilities / Olympics Games "RIO2016", being attended eleven delegations from 9 different countries.			

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3-Company [UXUA CASA HOTEL & SPA](#)

Website <http://uxua.com/>



Authenticity is the greatest luxury a visit to Brazil's picturesque and historic Bahia state can offer.

And no place delivers the experience like Trancoso's Quadrado, its car-free, UNESCO-protected town square.

Half UXUA's casas here date back 500-years to the village's founding. They were restored by designer Wilbert Das in collaboration with local artisans using traditional techniques and reclaimed materials.

These casas have a soul, each with legends and family history, every detail uniquely crafted by caring hands.

UXUA's rustic beach lounge, Almesca Spa, Quadrado restaurant and 5-star service complete the perfect holiday.

Location [TRANCOSO/BAHIA](#)

Country [BRAZIL](#)

Position [OPERATIONAL MANAGER](#)

Worked - From [23/01/2015](#) To [14/02/2016](#)

Compensation & Benefits

Basic Pay

[R\\$ 60K/year](#)

Benefits, if any

[Healthy. Sstudent loan contributions. 30 days vacation](#)

Bonus, commision, ifany

Length of contract signed

[12 months](#)

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Reasons for leaving

Maurizio Romani was the GM at that time. He left Uxua to start a new project in Portobello Resort & Safari - Rio de Janeiro - and few time later he's gone, he invited me to join him and his project. I did not hesitate. It was one more good opportunity to increase salary also personal and professional skills. We also reached a friendly and professional relationship. Maurizio Romani today's works for five stars Luxury Pakistan Hotel.

Job Description

Assist the General Manager in his day to day operations /
Observers performance to ensure adherence to hotel policies and established operating procedures /
Provides training to staffs /
Acts as the hotels public relations director and promotes the property within the hotel industry, local community and trade associations /
Receives and resolved or assists the General manager in resolving guest complaints and service recovery process /
Selects or assist in the selection of hotel staff and completes all new hire paper works /
Review employee performance and conducts personnel actions such as disciplinary actions and terminations /
Maintains accurate records /
Assisting General Manager during Morning meetings or conducts the morning HOD meetings in the absence of General Manager /
Builds owner loyalty through proactive communication, setting and managing expectations and delivering solid business results /
Assist GM in key property issues including capital projects, customer service and refurbishment /
Performs daily, weekly and monthly property inspections /
Ensures property, grounds, physical plant and work areas maintained to standard /
Builds strong working relationships and communications with hotel staff /
Cover shifts in all departments as scheduled by the General Manager /
Monitor maintenance progress furniture, furnishings, and Equipments conditions and provide status report to GM /
Audit on par stock on all areas to make sure that all required hotel supplies are ordered and stocked in advance of need /
Performs sudden audits on rooms and other operating areas /
Provide effective leadership to hotel team members /
Ensure hotel staff is provided with uniforms and name tags /
Assist the GM in all aspects of business planning /
Available 24/7 just in case to respond to any emergency /
All Other duties as assigned by the General Manager or Management

EDUCATIONAL & PROFESSIONAL QUALIFICATIONS

Degree / Diploma Obtained	Name & Location of University / Board	Year Passed
<u>Business Administration and Management</u>	<u>Unijorge – Bahia – Brazil</u>	<u>2018</u>
<u>English Course</u>	<u>Premier College - London – UK</u>	<u>2004</u>

TRAINING COURSES

Qualification / Diploma Obtained	Name & Location of University / Board	Year Passed
<u>Illustrated Lecture – “How to Make Friends and Influence People” – Dale Carnegie</u>	<u>Costa Brasilis Resort & SPA</u> <u>“As speaker”</u>	<u>2017</u>
<u>Workshop “You are a big negotiator” –</u>	<u>Portobello Resort & Safari</u>	<u>2016</u>

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<u>Focus on business, sales and qualified customer service -</u>		
<u>LDP - Leadership Development Program</u>	<u>Vila Galé Hotels – Bahia e Pernambuco – Brazil</u>	<u>2013 - 2014</u>
<u>Qualified Customer Service Program</u>	<u>CITC – Centro Internacional de Tecnologia do Comércio – CDL Belo Horizonte – Brazil</u>	<u>1999</u>
<u>How to build and run teams</u>	<u>Grupo Meio Norte – Belo Horizonte – Brazil</u>	<u>1998</u>

I declare that the particulars given in this application are correct, and I have not knowingly withheld any facts or circumstance which would, if disclosed, affect my application unfavourably.

I understand that incorrect information could result in my continued employment with the company being reviewed.

I agree to supply my new employer with my police clearance, reference letters and medical exams when requested.

Date 16 / 09 / 2018