



AMANDA YEOW



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HOSPITALITY MANAGEMENT PROFESSIONAL

Seasoned hospitality management professional with proven track record of over 12 years in hotel operations, customer service, and employee training and relations at leading hotels and resorts in Singapore including Marina Bay Sands, Raffles Hotel, and USS. Played pivotal role in successful opening of Universal Studios Singapore. Highly organized and meticulous results-oriented individual with capacity to create high value results for customer and organisation via careful trend evaluation and analysis. Highly experienced in effectively managing and resolving customer concerns. Excellent leadership, interpersonal and mentorship skills; proven ability to build meaningful relationships with customers, vendors and colleagues from diverse backgrounds, including high net-worth clients.

AREAS OF EXPERTISE



- = Curriculum Development
- = Innovative Learning
- = Public Speaking
- = Educational Leadership
- = Academic Research
- = Customer Management

PROFESSIONAL EXPERIENCE



Hotel Manager (Housekeeping)

Feb 2011 – Present

Marina Bay Sands, Singapore

- = Supervise team of 100 housekeeping staff in overseeing Housekeeping and Bell Services for 5-star hotel in Singapore, qualified trainer for both departments.
- = Pivotal in restructuring Housekeeping department; took charge of hiring process, established service standards and protocols for daily operations and ensured strict compliance for excellent service delivery.
- = Design and execute training programmes and plans for Housekeeping and Bell Service staff. Improve departments' expertise by conducting constant training and development programmes and delegating responsibilities strategically.
- = Conduct trend analysis through surveys, progress reports, and customer feedback. Conceptualise and implement corrective action plans to address areas of improvement.
- = Forge rapport and close working relationships with key industry partners and high net-worth hotel guests.





Significant Achievements

- = Successfully restructured Housekeeping department which increased overall staff performance by 65% and reduced customer complaints by 90%.
- = Significantly improved hotel's service standard from average performance to achieving 4.8/5 stars rating, raising Marina Bay Sands's profile as key luxury integrated hotel resort in Asia.
- = Excelled in employee relations; developed programmes to retain employees and introduced good employment benefits, resulting in reduction of staff turnover.

Park Operations Manager

Dec 2007 – Jan 2011

Universal Studios, Singapore

- = Joined as pre-opening staff to lead and train over 120 team members in performing full spectrum of park operations prior to park opening.
- = Established work processes and operation guidelines for smooth running of park; provided mentorship to team members by identifying training needs and monitoring performance.
- = Provided guest services in park; resolved guests' concerns efficiently to enhance customer satisfaction and attract loyal customer base.

Significant Achievements

- = Spearheaded setting up Park Operations Team for opening of Universal Studios Singapore. Entire team was pivotal in attracting and retaining more than 2 million visitors within 9 months from opening.
- = Promoted from Park Operations Officer to Park Operations Manager within 12 months of employment.

ADDITIONAL EXPERIENCE



Team Leader – Concierge

Resorts World, Singapore

Jan 2005 – Nov 2007

Hotel Receptionist

Raffles Hotel, Singapore

Apr 2004 – Dec 2004

EDUCATION



Advanced Diploma in Hospitality Management

STEI Institute, Singapore

2004

Diploma in Hospitality Management

STEI Institute, Singapore

2000

