

VINCE CASTRONOVO

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Date of Birth

10th March 1981

Profile

An enthusiastic person with a wide range of skills and experience of hospitality, facilities management and Information Technology. Good business acumen supported by extensive knowledge of advanced business management and people management. With the versatility in skills offered and the desire to develop, looking to advance a career in hospitality, property and facilities management.

Employment

2009-Present

Executive Housekeeper, Hanbury Manor Marriott Hotel & Country Club, Hertfordshire

- Managing the Housekeeping operation in a 5-Star property
- Responsible for the upkeep of 161 bedrooms, including suites, front of house and back of house areas spread over three buildings
- Managing and negotiating contracts
- Managing payroll and the operating budget (P&L)
- Budget building and controlling
- Organising and management of the PPM schedule for all areas and working with the property team
- Ensuring the upkeep of the brand and 5-Star standards

2010 (May-September)

Acting Rooms Division Manager, Hanbury Manor Marriott Hotel & Country Club, Hertfordshire

- Managing Housekeeping and the Front Office department including sub-departments (Front Desk, At Your Service, Concierge, Guest Services)
- Being responsible for the operating budget, Brand Standards and AA 5-Star compliance

2008-2009

Assistant Housekeeping Manager (Head of Department Banding), London Marriott Maida Vale

- Managing the Housekeeping operation
- Responsible for the upkeep of 237 bedrooms, including presidential suites, front of house and back of house areas

2005-2008

Assistant Housekeeping/Facilities Manager (Head of Department), Waltham Abbey Marriott Hotel, Essex

- Actively managing the Housekeeping department consisting of 162 bedrooms with Executive Suites, Public Areas, Back of House Areas and Laundry
- Managing the Leisure Club/Pool Facilities
- Analysing the departmental business strategy and placing it inline with the overall business goals
- Development of advanced ordering systems to ensure optimum ordering and budget management inline with revenue/occupancy forecasts and par stock control
- Ensuring that brand standards are introduced and adhered to a high standard
- Managing and passing annual Marriott International Brand Standard audits for housekeeping with one of the highest scores in the company – Year on Year improvement since managing the department.
- Managing and training personnel to ensure that Marriott Guest Satisfaction Survey scores for Housekeeping have maintained above 95% - one of the highest in the world for the company

- Developing NVQ standard hospitality training materials for personnel and providing training
- Ensuring that supervisors are developed to maintain high standards
- Setting standards for rooms and VIP treatment
- Developing Preventative Maintenance and managing cleaning programs with the property team
- Managing rosters cost effectively within business forecast limits
- Managing linen stocks for the hotel and adjusting pars to ensure optimum cost effective operation
- Reviewing supplies and products used within Housekeeping and negotiating showcase sponsorships
- Developing and reviewing Risk Assessments, and training Health & Safety/COSHH standards – Recognised regionally
- Actively managing Facilities in the absence of the Facilities Manager for over two months
- Successfully managing a £7.5million bedroom and meeting room refurbishment – acting as main contractor contact, checking finished rooms and planning refurbishment phases
- Implementing refurbishment Health & Safety and duty manager checking procedures
- Duty Manager Shifts
- Heading the hotel project for the implementation of a timesheet management system
- Highest grade ‘K’ achievement in last two annual performance reviews

2001-2005

Housekeeping/Front Office Supervisor, Waltham Abbey Marriott Hotel, Essex

- Assisting in the management of the Housekeeping department
- Quality controlling rooms to ensure they are prepared to Marriott International Standard
- Working with budgets and with I-procurement systems
- Personally monitoring the visits of various VIPs including, the Australian National Football Team, Lazio Football Club, the Dutch National Football Team and various Premier League Football Teams
- Working with Front Office Fidelio, MARSHA and various other computer programs including Oracle based systems and Delphi.
- Working under constant pressure and being actively involved in the hotel passing two Marriott International Brand Standard Audits
- Head of the “Marriott Green Globe” initiative at the hotel to promote environmentally friendly and Health & Safety practices in the workplace
- Involved in the Health and Safety team and managing risk assessments and COSHH training

2000-2001

Laundry Assistant, Swallow Hotel Waltham Abbey, Essex

- Managing the linen within the hotel and supplying to the various departments in the hotel
- Keeping control of stock and counting in/out deliveries
- Actively involved the refurbishment plan to convert the Swallow Hotel into the Waltham Abbey Marriott Hotel

Education

2000-2005

University of Hertfordshire, Hatfield

Graduated with a BSC/BA Honours Degree in Multimedia Communications and Business Economics

Course Summary/Skills Acquired

- Marketing Strategies, Human Resource Management, Accounting and E-commerce systems
- Tourism Management
- Project Management
- Internet Technologies including programming in HTML and XML
- Group projects using Macromedia Director (programming in Lingo)
- Programming and debugging in Borland Delphi

- Using Macromedia Dreamweaver to construct websites
- Experience in using Flash
- Video/Sound Editing and using compression methods. Experience using Adobe Premier, Ulead Video Studio and Sound Forge
- Mobile Communication systems, including some individual work and research on simulating a complete mobile communication system using C++
- Networking, including WANS, LANS and their construction
- Final Year Project in developing a virtual tour website for the Museum of St Albans
- Working with various software systems methodology

1999 – 2000

Hertford Regional College, Broxbourne
Extended Degree in Information Sciences

Course Summary/Skills Acquired

- Advanced Mathematics, including statistics
- Business Management
- Programming in Visual Basic
- Advanced use of Microsoft Word, Excel, PowerPoint and Access
- Internet Technologies
- Marketing
- Research and Communications Module
- Individual Project on E-commerce, including a presentation and report

1997-1998

Lea Valley High School, Enfield
A-Level in Business Studies

1997-1999

Lea Valley High School, Enfield

GCSE: English, Mathematics, Science (Double Award), Business Studies, History, Geography, French

Additional Skills

- Experience of working in 5-star Hotel Country Club Hanbury Manor
- Project management skills and people management
- Information Technology, from advanced Microsoft Office to programming and network physical construction. Advanced understanding of Bluetooth Technology
- Video/Sound Editing skills – past experience has included a project in constructing a 30 second “ad busters” style advertisement on football violence and a one minute long soundscape mixing various sounds
- Advanced Business understanding, including working with P&Ls and marketing/revenue management – Business analysis, market research methods
- Communication skills in interacting with people in a social and business aspect – Marriott “Spirit to Serve” Customer Service graduate
- Fluent Italian and a good understanding of French
- Understanding and experience of multitasking and working in an intensive business environment
- Experience in upgrading computer hardware

Interests & Achievements

- Sport, especially football, snooker, weightlifting and martial arts, currently learning to play golf
- Reading factual pieces
- Browsing the Internet
- Listening to music
- Italian cooking
- Travelling
- 1997 – Shen Chi Do martial arts tournament silver medallist
- Marriott “Associate of the Month” award winner on numerous occasions
- Marriott “2004/2005 Future Manager of the Year Award” Winner
- Marriott “2004/2005 Directors’ Award” Winner
- Marriott “2007/2008” Service Excellence Award” Winner
- BIIAB Level 2 On-Licence

- Marriott Foundations of Leadership Graduate
- Marriott Impact Leadership Management Course
- Academy of Food And Wine Service Wine Tasting Certificate
- Marriott International Cleanliness Certification Graduate
- First Aid Certificate

Referees

Dr Steve Parkhurst
Deputy Programme Tutor
KSD4 / KST4 Cohort
Combined Modular Programme
Faculty of Interdisciplinary Studies
University of Hertfordshire
Hatfield, Herts. AL10 9AB
Tel: 01707 284000

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