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# Daniel Luke Pearce

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## Career Objective

To use my entrepreneurial skills to transform under-performing hotels into entities that exceed KPIs, budgets, forecasts and market share; to put in place business plans which engender a healthy and collaborative work environment, and which drive continual improvement; and to pass on my knowledge and experience to hotel staff to ensure that guest services result in high sentiment scores and result in the hotel being the number one option within the competitor set.

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## Professional Experience

**January 2016 - Present**

**Adina Apartment Hotel Sydney, Chippendale, Chippendale, NSW**

### *Hotel Manager*

- Liaising with Area Manager, Home Office and Contractors to advise/undertake CAPEX requirements for the hotel
- Ensure timely reporting is provided to the Management Accountant
- Manage and lead team members to ensure the smooth operational running of the hotel
- Attend Revenue & Yield Meetings and getting assistance with implementing strategies
- Encouraging a team environment in the hotel by leading and mentoring the team to achieve common goals
- Deal with internal/external issues as they arise and ensure a positive outcome for the business
- Manage team members, facilitate training, and ensure policies and procedures are adhered to
- Manage recruitment and performance reviews
- Manage compliance with Workplace Health, Safety and Environment issues
- Manage stocktake, and check to ensure accurate reporting
- Monitor budgets to ensure adherence to allocations

**October 2014 - January 2016**

**TFE Hotels, NSW, ACT & QLD**

### *Relief Hotel Manager*

- Performing different roles within Travelodge, Adina, Medina, Vibe and TFE Collection Hotels (F&B Attendant, Duty Manager, Reservations Manager, Receptionist, Night Auditor and Assistant Hotel Manager)
- Liaising with different Area Managers as I enter different branded hotels to ensure smooth operational running whilst the Hotel Manager is away on leave
- Ensure timely reporting is provided to the Management Accountant and gaining assistance where required to answer questions about line items in GOP
- Manage and lead team members, facilitating training and development whilst at the hotel
- Implementing strategies to increase revenue for the hotel by liaising with Revenue Teams
- Encouraging a team environment in the hotel by leading and mentoring the team to achieve common goals and aspirations
- Deal with internal/external issues as they arise and ensure a positive outcome for the business
- Manage team members, and ensure policies and procedures are adhered to
- Manage recruitment and VIP discussions
- Manage compliance with Workplace Health, Safety and Environment issues
- Ensure accurate reporting for all end of month reporting sent to Home Office
- Monitor budgets to ensure adherence to allocations
- Utilising hotel team members and Home Office to assist with developing more business from Corporate/ MICE/Entertainment market segments

**October 2012 - October 2014**

**Travelodge Hotel Manly-Warringah, Brookvale, NSW**

### *Hotel Manager*

- Liaising with Area Manager, Home Office and Contractors to advise/undertake CAPEX requirements for the hotel
- Ensure timely reporting is provided to the Management Accountant
- Manage and lead team members to ensure the smooth operational running of the hotel
- Attend Revenue & Yield Meetings and getting assistance with implementing strategies
- Encouraging a team environment in the hotel by leading and mentoring the team to achieve common goals
- Deal with internal/external issues as they arise and ensure a positive outcome for the business
- Manage team members, facilitate training, and ensure policies and procedures are adhered to
- Manage recruitment and performance reviews
- Manage compliance with Workplace Health, Safety and Environment issues
- Manage stocktake, and check to ensure accurate reporting
- Monitor budgets to ensure adherence to allocations

**January 2012 - October 2012**

**Vibe Hotel North Sydney, Milsons Point, NSW**

### *Executive Assistant Hotel Manager*

- Manage the hotel in the absence of the Hotel Manager
  - Ensure timely reporting is provided to the Management Accountant
  - Manage and lead other Department Heads to ensure the smooth running of the hotel
  - Fulfil Management duties whilst providing relief in emergencies
  - Attend Revenue & Yield Meetings and offer guidance and direction when required
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- Fostering and Encouraging a team environment in the hotel by leading and mentoring the team to achieve a common goal
- Ensure that VIP Guest needs are met
- Deal with internal/external issues as they arise and ensure a positive outcome for the business
- Manage team members, facilitate orientation and training, and ensure policies and procedures are adhered to
- Manage recruitment and performance reviews
- Manage compliance with Workplace Health, Safety and Environment issues
- Manage stocktake, and check to ensure accurate reporting
- Monitor budgets to ensure adherence to allocations
- Analyse the GOP to find areas for improvement

**October 2010 - January 2012**

**Metro Hotel on Pitt, Sydney, NSW**

***Front Office Manager***

- Liaise with other department managers to ensure the smooth running of the hotel
- Meet with the General Manager and Executive Assistant Manager regularly to discuss areas of strategic development and write reports
- Manage customer expectations, deal with customer complaints and negotiate positive outcomes, resolve issues and ensure a positive outcome for both the company and the customer
- Manage compliance with Health, Safety and Environment issues
- Write reports, attend meetings with the Front Office Manager and other staff members
- Perform Appraisals on Associates within the Department
- Perform Monthly Stocktake of Department and Housekeeping
- Assist with budgeting requirements for Metro Hotel on Pitt and submitting to the General Manager
- Critique the P&L Statement to ensure maximum efficiency within the department

**October 2009 - October 2010**

**The Sebel Surry Hills, Sydney, Sydney, NSW**

***Duty Manager***

- Liaise with other department managers to ensure the smooth running of the hotel
- Meet with the Rooms Division Manager regularly to discuss areas of strategic development and write reports
- Manage customer expectations, deal with customer complaints and negotiate positive outcomes, resolve issues and ensure a positive outcome for both the company and the customer
- Manage staff, facilitate orientation and training, and ensure policies and procedures are documented and accurately followed
- Manage compliance with Health, Safety and Environment issues
- Perform Appraisals on Associates within the Department
- Assisted with the implementation of the GHA (Global Hotel Alliance) Programme and ensuring all Associates were trained correctly

**November 2005 - October 2009**

**The Sebel Playford Adelaide, Adelaide, SA**

***Guest Services Officer/Duty Manager/Assistant Front Office Manager/Credit Controller/Accounts Payable & Receivable Manager***

- Act as the Front Office Manager and liaise with other managers to ensure the smooth running of the division
- Manage customer expectations, deal with customer complaints and negotiate positive outcomes, resolve issues and ensure a positive outcome for both the company and the customer
- Meet and greet VIP guests and escort them to their room
- Prepare rosters and ensure that timesheets are correct
- Recruit and manage staff, facilitate orientation and training, and ensure policies and procedures are documented and accurately followed
- Assisted with the implementation of OPERA PMS and set up system for use
- Manage compliance with Occupation Health and Safety issues
- Ensure all Statements are correctly signed and entered into SunSystems
- Follow up Aging Statements to ensure that debtors pay within the hotel's payment terms
- Analyse the Guest Ledger to ensure that all guests are within the hotel's credit limit, and advise Front Office accordingly
- Perform an internal audit of all hotel operating areas on a regular basis and report inconsistencies to the Financial Controller and General Manager

**Formal Education**

**April 2017 - Present**

**Blue Mountains International Hotel Management School, Sydney, New South Wales, Australia**

Masters Degree in International Hotel Management, April 2017 - Present

**January 1990 -  
December 2000**

**Christian Brothers College, Adelaide, South Australia, Australia**

High School Certificate, Year 11

**Professional Development**

- OH&S Consultation Course (2011)
  - Senior First Aid (2015)
  - Responsible Service of Alcohol (2014)
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- TFE Hotels Targeted Selection Training (2012)
  - TFE Hotels Senior Management Leadership Program (2014)
  - TFE Hotels Building A Better Business Case Course (2015)
  - TFE Hotels Presentation & Assertiveness Course (2015)
  - TFE Hotels Conflict Resolution Management Course (2015)
  - TFE Hotels Business Acumen Course (2015)
  - TFE Hotels Change Management Workshop (2016)
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## Languages

Fluent in English

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## Computer Skills

- Micros POS
  - Opera PMS
  - Fidelio
  - Protel PMS
  - GuestCentrix
  - RMS
  - SiteMinder Channel Manager
  - TravelClick Channel Manager
  - EZRms Revenue Management Software
  - Microsoft Office Suite (All Programs)
  - MacOS
  - iOS
  - Adobe Acrobat Pro DC
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## Achievements

- Opening Gambaro Hotel Brisbane as a TFE Hotel Collection branded hotel, which was the first 5 star hotel within the group
  - Assisting with the rollout and implementation of a new ERP solution for TFE hotels, becoming the SME for Hotel Operations
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## Personal Attributes

- **Strong verbal and interpersonal skills** - Able to communicate clearly and effectively and at the appropriate level with various types of people.
  - **Leadership** - Ability to articulate a common vision and provide others with a sense of direction.
  - **Problem solving skills** – Able to identify the root cause and break the problem down into the key issues, grasp new concepts and see the problem in relation to the bigger picture.
  - **Self-motivated** - Have an underlying concern for doing things better, am self-driven, self-motivated and enthusiastic.
  - **Analytical and conceptual thinking** - Able to analyse and synthesise experience, observations and information to evaluate options and identify patterns and future possibilities.
  - **Flexible, Adaptive and Resilient** - Able to shift strategies and accept other viewpoints, adapt quickly and effectively to changing situations. Able to overcome disappointments and learn from the setbacks to bounce back.
  - **Team player** - Able to work effectively with others to achieve an optimal outcome and to interpret the feelings, unspoken concerns, desires, strengths and areas of development of others.
  - **Strong written communication skills** - Able to express in a written form the key information in a succinct and professional manner.
  - **Energetic and enthusiastic** - Excited, positive and motivated to be involved and get started.
  - **Creative and innovative** - Able to go beyond what the situation requires and act before being asked, bringing new approaches to problems.
  - **Customer focused** - Able to set priorities and evaluate options on a business and community basis.
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## Community Activities

- **Red Shield Appeal** - Annually assist with door knocking and collecting money to assist with the services that The Salvation Army provide
  - **Jeans for Genes Day** - Annual event at the hotel where team members are permitted to wear jeans to work and donate via a collection point at the reception desk
  - **Oz Harvest** - TFE Hotels Australia wide community activity which saves food that is not used by conferencing and food & beverage outlets and distributed to those in need
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## References

Available upon request

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