

MARIO BLANCHETTE

PADI OWSI #206367

800 Gagne 113, Lasalle, Quebec, H8B3W3
Tel. +514-767-4490

Email. bigmar67@hotmail.com
Birth. 21 February 1967



ABOUT ME

Results-driven professional with over 20 years of experience in Customer Relations, Operations Management and Event Coordination / Implementation in the Hospitality industry. Cultivates and maintains relationships with clients, management, strategic partners, employees and colleagues. Strong interpersonal skills. Guest oriented with an engaging, helpful and friendly personality. Experienced in the coordination of large-scale events and organization of large groups. Ability to function in a fast-paced, dynamic environment.



DIVING QUALIFICATIONS AND EXPERIENCE

Active status PADI Open Water Scuba Instructor
Emergency First Aid Response Instructor & Care for Children w AED
International Association for Handicapped Divers (IAHD) Instructor
Scubapro resort technician (MK2 EVO first stage, BCD, R-series 2nd stage)
Emergency Oxygen Provider Instructor

PADI Specialty Instructor (pending certification):

PADI Enriched Air Nitrox
PADI Night
PADI Deep
PADI Wreck
PADI Equipment

Diving experience: Honduras, Mexico, Bahamas, Turks & Caicos,
Dominican Republic, St. Lucia, Belize

Approx 900+ dives and 10 certifications

Personal Skills

- Team leadership
- Extremely organised
- Creative problem solver
- Strong customer service
- Sales skills
- Communication skills
- Self-motivated
- Highly effective
- Flexible and adaptive

Interests

- Icehockey
- Sailing
- Volleyball
- Performing arts
- Reading
- Music
- Marine conservation
- Event planning



EDUCATION

Hospitality Management Certificate, Concordia University, Montreal, QC.
Travel Consultant Diploma, Montreal School of Travel Consultant, Montreal, QC.

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WORK EXPERIENCE

- **Front Desk Supervisor / 2011 - 2015**

Tidan Hospitality- Le Nouvel Hotel & Spa /Hotel Maritime Plaza, Montreal, QC - Responsible for the supervision of all 'Front of the House' activities, including guest relations, check-in/check out processing, billing and payment, as well as preparation and review of daily reports. Provide leadership, mentorship and training of front desk agents as well as coordinate all front desk employee scheduling. Education of employees on Tidan Hospitality's high service standards, policies and procedures.

- **Assistant Front Office Manager (Contract) / 2010 - 2011**

Hotel des Seigneurs, Montreal, QC- Supported the Office Manager in monitoring front office activities to ensure a positive customer experience for patrons of the hotel. Deliver executive level front desk services. Performed and oversaw concierge activities including arranging errand services, and providing resources to customers of the hotel. Oversaw guest registration, assignment of rooms and check-out processes. Prioritized tasks and ensured the cleanliness of the establishment.

- **Assistant Front Office Manager / 2008 - 2009**

Fairmont Le Chateau Montebello, Montbello, QC- Monitored all front office activities and maintained service quality for a positive guest experience. Charged with providing direction and oversight to the front office clerks, concierge and bellmen. Ensured adherence to hotel operating procedures to support an optimal level of customer service and efficient operations. Assisting in the training of new and existing employees.

- **Sports Manager/ Entertainment Manager / General Organizer / 1992 - 2007**

Club Med Inc., Africa, Caribbean, Japan, Mexico, Switzerland and Turkey - Served as Chief of Service for Sports and Entertainment. Coordinated and directed all sports programs and activities to suit a diverse clientele. Provided leadership in the planning, sourcing, coordination and implementation of sports activities, daily entertainment and special events. Participation in the development and management of sports and entertainment budgets. Direct and supervise cross-functional teams of between 15 to 40 people for sports activities.

Interacted and engaged directly with Club Med patrons. Forged relationships and ensured an enjoyable time for all guests. Served as Brand Ambassador, representing the Club Med brand at all events on a daily basis.

Positioned as assistant to the Resort Manager, known as the "Chef de Village". Collaborated with employees and management to secure commitments, remove potential barriers to success and to facilitate communications.

Languages

French



English



Spanish



Computer Skills

Microsoft Office
(Word, Excel, Power point, Outlook)

