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Objective

Assistant (Duty) Manager where a commitment to excellent customer service, the ability to solve problems quickly and effectively and the interpersonal and communication skills to motivate and lead, will help ensure excellent service and highly satisfied guests.

Relevant skills and achievements

Previous hotel experience

Twenty years in the hospitality industry as owner/manager of a motel and of an award-winning, heritage B&B.

- With my wife, built the “Welcome Nugget” B&B in Ballarat from a 3-room establishment to a 20-room, luxury accommodation enterprise.
- Over the past three years, achieved a 77% occupancy rate through providing exceptional customer service and through off-season special events.
- A large percentage of our customers became regulars, staying with us whenever they were in town or just enjoying a weekend break.

Availability to work shifts and weekends

Able and willing to work shifts and weekends. With 20 years in hospitality, I am well accustomed to the 24/7 nature of the industry.

Well developed problem solving and analytical skills

Twenty years in accommodation management have given me excellent problem-solving and analytical skills.

- The wild storm in December last year caused the roof to leak in two suites when we were fully booked. One leak was in the ensuite but the other was over a bed.

The occupants of both rooms were regular and valued customers. For those whose suite had the leak over the bed, I immediately

Relevant skills and achievements (continued)

phoned other suitable accommodation venues, booked and paid for a room and then provided a taxi at no cost to our clients.

For those whose suite had the leak over the bathroom, I provided extra bathmats to minimise the risk of slipping and waived payment for the room.

As a result, both clients have since stayed at “Welcome Nugget” and both attended my farewell in April.

Previous experience in a reservation system

Used RMS at both the Mountain View Motel and the “Welcome Nugget”. Confident that I could learn other systems reasonably quickly.

Ability to work autonomously and as part of a team

As joint owner / manager, I worked autonomously much of the time but always in collaboration with my wife and business partner. I always saw us as a team.

- As a member of the Rotary Club of Ballarat South, I have been part of the team organising our stand at the Sunday market for the past five years.

Exceptional customer service skills

Commitment to excellence in customer service has been the hallmark of my more than 30 years in customer service industries, both retail and hospitality.

- A regular customer at the “Welcome Nugget” wrote: “We have really enjoyed staying at your B&B because of the outstanding customer service you and your wife always provided.”

A strong work ethic and the ability to lead

Without a strong work ethic and without the ability to lead, we would not have been able to run such a successful, award-winning B&B over the past 15 years.

Career history

Joint owner / manager

“Welcome Nugget” heritage B&B accommodation
Ballarat, 1998-2014

- Won the HMAA Excellence in Luxury Boutique Accommodation award in 2009, with honourable mentions in 2008 and 2011
- Managed a highly motivated team of 5 part-time staff including reception/bookings and housekeeping

