



PROFILE

Trained and experienced in villa and resorts with an established history of working in the government administration sector. Skilled in non-profit organization, supervisory management, exemplary service, food & beverage, and standard operating procedures. Strong education professional with a degree in Hospitality and Tourism Management, certificate in Supervisory Management, Hospitality Instructor and Culinary Essentials Educator (CCEE).

CONTACT



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ORGANIZATION

FOUNDER / PRESIDENT

Future Hospitality and Tourism Leaders (FHTL) April 2016 – Present

A non-profit organization aims to empower and develop student leaders, equipping them with knowledge and skills to begin a successful career in the hospitality industry.

LaToya Mathew

Hospitality Professional

WORK EXPERIENCE

CEBLUE LUXURY VILLA | GUEST EXPERIENCE COORDINATOR AND LEAD

October 2024 – Present

- Curate personalized experiences for our clientele, ensuring seamless guest journeys from pre-arrival to departure, while anticipating needs and exceeding expectations.
- Lead and train guest service team in hospitality best practices, service recovery, and luxury brand standards to maintain consistently high service scores.
- Coordinate logistics and special requests, including dining reservations, excursions, in-villa services, and event planning, ensuring timely execution and guest satisfaction.
- Manage guest feedback and service recovery, resolving concerns promptly while enhancing overall experience and ensuring repeat business and referrals.
- Collaborate with operations and the CeBlue Management team to ensure smooth communication and alignment of guest priorities, amenities, and VIP protocols.

INSPIRATO | LUXURY VACATIONS AND VILLA MANAGEMENT | DESTINATION PLANNER AND HEAD CONCIERGE ANGUILLA

PROPERTIES IN PARADISE | MEMBER'S MANAGER

February 2022 – March 2024

- Responsible for first-class personalized service: every detail of guests' experience from expert travel planning, on-site concierge service, and daily housekeeping offerings.
- Perform pre-arrival inspections to evaluate all mechanical systems and AV-IT systems in the residences and ensure all housekeeping standards have been met.
- Perform routine property inspections to identify any needed repairs to closely monitor for any preventative maintenance for the homes, and other related operational tasks.
- Oversee the working schedules of housekeeping and maintenance personnel.
- Liaise between the local partner company, the overseas governing team of the Destination and Senior Regional Manager, Care Team, Asset Manager for the Caribbean, resident's villa owner and contracted vendors on the day-to-day management of the residences.
- Complete and manage the expense reports monthly and file through Oracle and Coupa data basis systems.

GOVERNMENT OF ANGUILLA | GRADUATE HOSPITALITY AND TOURISM MANAGEMENT EDUCATOR

January 2011 – May 2022

- Responsible for the success and proper delivery of the Hospitality and Tourism Management Programs of the American Hotel and Lodging Educational Institute and Association and the Culinary BTEC courses.
- Responsible for leveraging my expertise to deliver education services to assigned students to achieve credentials certification.
- Supervise students' projects, assignments, field trips, assess performances, work experiences and opportunities, provide feedback and support.

LE BLEU VILLA ANGUILLA | PRIVATE SERVICE ASSISTANT

December 2014 – December 2016

SKILLS

Goal and result oriented

Problem Solving

Organization and Prioritization

Guest Service

Team leadership

Attention to detail

INTERESTS

- Travelling
- Meeting people
- Art & craft
- Performing Arts
- Fashion
- Different cuisine
- Adventure
- Volunteering
- Fundraising
- Youth development

MEMBERSHIPS / AFFILIATION

Anguilla National Choir (ANC)

American Hotel and Lodging Educational Institute (AHLEI)

Anguilla Sunshine Theatre Company

Florida International University (FIU)
Alumni Association

Kingdom Awakening Outreach Ministry

Christian Fellowship Young Adults

- Assisted in the delivery of timely and complete services to the guests.
- Assisted in the arrangement of personal services, special events and requests from Villa guests.
- Anticipated guest's needs regarding service; supportive and proactive in lending team support.
- Performed all other job-related duties as requested.

ACQUALINA RESORT & RESIDENCES, SUNNY ISLES BEACH, MIAMI HOUSEKEEPING MANAGEMENT INTERN

June 2010 – December 2010

- Worked and trained in all areas and aspects of the housekeeping department.
- Overshadowed and worked with AM and PM Supervisors and Management of Housekeeping Department.
- Scheduled and briefed Turndown and PA attendants; attended managers meetings, handled complaints and discrepancy reports.
- Performed inspections of the resort: front and back-of-the-house; the cleanliness of rooms, public and service areas and floor closets; managed inventory and par levels.

**SHERATON VISTANA VILLA RESORT - VACATION OWNERSHIP,
INTERNATIONAL DRIVE, ORLANDO | FRONT DESK ASSOCIATE**

May 2009 – May 2010

- Provided assistance to the guests throughout all the stages of their stay.
- welcomed guests, check-in and check-out procedures, process room assignments, updated room status, increased and developed the levels of guest to referral program, handled reservations and collaborated with other hotel department staff.
- Ensured efficient cash drawer and accurate credit card payments; verified and monitored guest accounts and house limits.
- Monitored all front desk operations and ensured compliance to all quality assurance standards when dealing with guests.

INTERCONTINENTAL MIAMI – INTERN PROGRAM / MANAGEMENT TRAINING | ROOMS/FRONT OFFICE

January 2009 – May 2009

- Developed procedural, managerial and organizational skills and management project(s). Gained a better understanding of how management of specific departments operates successfully.

KOVENS CONFERENCE CENTER – FLORIDA INTERNATIONAL UNIVERSITY (FIU) CONVENTION CENTER | CLIENT SERVICE REPRESENTATIVE

August 2008 – December 2009

- Responded to calls.
- Send and received correspondence/information/promotions to clients on future events.
- Distributed event packages to current and potential clients.
- Assisted with site tours and various events such as weddings, corporate parties, conferences, seminars, expo's, special events, meetings, and planning.
- Daily procedures and duties carried out by the Front desk and Convention center.

**SOUTH BEACH WINE AND FOOD FESTIVAL – SOBE | RESTAURANT
LIAISON OFFICER**

February 2008

REFERENCES

Lucas Traboscia, Senior Regional Manager, Vacation Experience and Ashley Wood, Destination Manager of Inspirato
[Tel: 1 \(720\) 401 0679](tel:17204010679)

Micheal Downing, Villa Owner of Scilly and Jobsie villas Anguilla, Micheal Downing Realty, Ltd.
[Tel: 1 \(216\) 581 4700](tel:12165814700)

Dorla Hodge, Director of Human Resources, Mandarin Oriental, Canouan, Saint Vincent and the Grenadines
[Tel:1 \(784\) 528-8600](tel:17845288600)

Mrs. Ingrid Lake, Former Principal, Albena Lake-Hodge Comprehensive School (ALHCS) [Tel:1 \(264\) 235-5780](tel:12642355780)

Sharon Richardson, Director of Hospitality Studies, Anguilla Community College (ACC) [Tel:1 \(264\) 584-2635](tel:12645842635)

- Communicated with various restaurants and team leads prior to the event.
- Assisted with load in and load out, pre-event set up and organization.
- Liaised between participating restaurants and the school of Hospitality and Tourism-SOBE representative and Lead, Florida International University.

GOVERNMENT OF ANGUILLA | SENIOR CLERICAL OFFICER | CLERICAL OFFICER

July 2006 – January 2007 | April 2001 – December 2003

- Handled administrative duties of outgoing and incoming mail, meetings and agendas, book appointments, assisted customers. ■ Carryout functions of Sigtas, Government Financial database. ■ Smartstream operations database of departmental invoices, purchases, receiving, payables and balancing of budget.
- Prepared letters, memos, faxes, departmental circulations and press releases.

EDUCATION

BACHELOR OF SCIENCE DEGREE/ FLORIDA INTERNATIONAL UNIVERSITY (FIU)

January 2007 – May 2009 School of Hospitality and Tourism Management
North Miami, Florida

ASSOCIATES DEGREE / H. LAVITY STOUTT COMMUNITY COLLEGE

January 2004 – June 2006 Hotel and Restaurant Management, Paraquita Bay,
British Virgin Islands

CERTIFICATIONS

- (2020-2021) University of the West Indies, Open Campus (UWI) Certificate, Supervisory Management II Advanced
- (2020) Florida Atlantic University (FAU) Certificate, Hospitality and Tourism Management
- (2018) American Hotel & Lodging Educational Institute (AHLEI) Instructor Certificate
- (2016) Magnums Butler Academy Certified Butler – 7 Star Luxury Butler Service
- 2013-2015) Johnson and Wales University (JWU) Certified Culinary Essentials Educator (CCEE) – Culinary arts training
- (2010-2011) American Hotel and Lodging Educational Institute (AHLEI) Certified Hospitality Supervisor (CHS) – Supervisory Training in Rooms Division