



[FULL NAME]

## [Guest Services Associate]

[City, State] | [Phone Number] | [Email Address] | [Website/Portfolio Link]

Dedicated and results-oriented professional with a strong background in providing exceptional customer service and ensuring guest satisfaction. Proven ability to handle multiple tasks efficiently, resolve issues promptly, and maintain a positive and welcoming environment. Seeking a role in the hotel industry to leverage my skills and contribute to a team-oriented environment.

## EXPERIENCE

JAN 20XX-  
AUG 20XX



### GUEST SERVICES ASSOCIATE, [HOTEL NAME]

Managed check-in and check-out procedures, ensuring a seamless and efficient process for all guests.

Handled guest inquiries and resolved issues with a focus on delivering a high level of customer satisfaction.

MAR 20XX-  
JAN 20XX



### FRONT DESK COORDINATOR, [RESORT NAME]

Coordinated with different departments to fulfill guest requests, including room service and housekeeping.

Trained new front desk staff on company policies, reservation systems, and customer service protocols.

## EDUCATION

JUNE 20XX



### BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT, [UNIVERSITY NAME]

Awarded the Dean's List for maintaining a high grade point average and academic excellence.

MAY 20XX



### ASSOCIATE OF ARTS IN GENERAL STUDIES, [COLLEGE NAME]

Recognized as the Most Outstanding Student of the Year for leadership and service.

## SKILLS

- Strong knowledge of hospitality management and hotel operations
- Excellent communication skills, both verbal and written

## ACTIVITIES

Active member of the Student Hospitality Association (SHA) and participated in various events aimed at promoting excellence in guest service and management.