

[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.