



Full Name

[Your Address] | [Phone Number] | [Email Address] | [LinkedIn Profile]

Dedicated and customer-focused hospitality professional with over 4 years of experience in hotel management, guest services, and event coordination. Proven ability to deliver exceptional guest experiences, manage operations efficiently, and lead teams to meet high standards of service. Skilled in resolving guest concerns, improving operational procedures, and contributing to business growth.

Experience

Hotel Supervisor

Grand Hotel | New York, NY

March 2021 – Present

- Supervised day-to-day hotel operations, ensuring a seamless guest experience.
- Trained and mentored new staff, leading to a 15% improvement in guest satisfaction scores.
- Managed reservations and ensured optimal room occupancy rates.

Guest Services Associate

Seaside Resort | Miami, FL

January 2018 – February 2021

- Provided high-level customer service, handling guest requests and concerns efficiently.
- Assisted in organizing events and conferences, improving guest engagement and loyalty.
- Managed check-ins, check-outs, and room assignments, ensuring smooth operations.

Certifications

- Certified Hospitality Supervisor (CHS)
- Food Safety and Hygiene Certification
- Customer Service Excellence Training

Skills

- Guest Services and Satisfaction
- Hotel Management
- Event Planning and Coordination
- Staff Supervision and Training
- Reservations Management
- Conflict Resolution
- Budgeting and Cost Control
- Customer Relationship Management (CRM)

Education

Bachelor of Science in Hospitality Management

University of XYZ, Los Angeles

Graduated: 20xx

Languages

- English: Native
- Spanish: Intermediate