CHARLOTTE HARRIS

Concierge Operations Manager

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PROFESSIONAL SUMMARY

Accomplished Concierge Operations Manager with 5 years of experience optimizing guest services and enhancing operational efficiency. Expertise in leading concierge teams, developing service protocols, and ensuring exceptional guest experiences. Passionate about fostering a welcoming environment that promotes satisfaction and loyalty.

WORK EXPERIENCE

Concierge Operations Manager

Apr / 2022-Ongoing

Quantum Solutions LLC

∓ Phoenix, AZ

- 1. Supervised concierge operations, ensuring adherence to high service standards and guest satisfaction.
- 2. Developed and implemented operational protocols to enhance efficiency and service delivery.
- 3. Provided exceptional customer service, assisting guests with reservations, travel, and entertainment needs.
- 4. Coordinated staff schedules and managed daily operations for a 24-hour concierge desk.
- 5. Maintained a professional appearance and conducted training sessions for new staff.
- 6. Utilized guest feedback to continuously improve service offerings and operational processes.
- 7. Managed the budget for concierge services, optimizing resources for maximum impact.

Concierge Manager

m Apr / 2020-Apr / 2022

Thicago, IL

Lakeside Apparel Co

- 1. Led a team of seven concierge specialists, ensuring high-quality service and guest engagement.
- 2. Oversaw the scheduling and management of a 24-hour concierge desk to meet guest needs.
- 3. Implemented effective communication strategies with building maintenance and service providers.
- 4. Maintained detailed records of concierge activities, ensuring compliance with company policies.
- 5. Fostered relationships with local vendors to enhance service offerings for guests.
- 6. Conducted follow-up calls to ensure guest satisfaction and gather feedback.

EDUCATION

Bachelor of Science in Hospitality Management

m Apr / 2018-Apr / 2020

University of Florida

∓ Phoenix, AZ

Focused on hospitality operations, guest services, and management principles.

SKILLS

Staff Leadership

Guest Relations

Inventory Control

Logistics Coordination

ACHIEVEMENTS

Increased guest satisfaction ratings by 20% through enhanced service delivery.

Streamlined concierge operations, reducing response time by 30% through effective team management.

Successfully implemented a guest feedback system, leading to actionable improvements.