



ETHAN MARTINEZ

Front Office Supervisor - Guest Services

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SKILLS



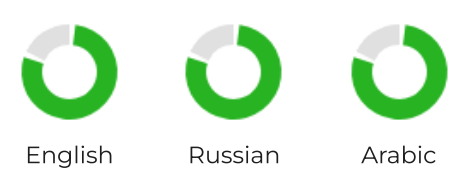
INTERESTS

Birdwatching Traveling
Sports Coaching Knitting

STRENGTHS

Pragmatism Sensitivity
Sincerity Stability

LANGUAGES



ACHIEVEMENTS

- Increased guest satisfaction scores by 15% through improved service training.
- Successfully implemented a new check-in process, reducing wait times by 20%.

PROFESSIONAL SUMMARY

Proficient Front Office Supervisor with 2 years of experience in guest services and front desk operations. Skilled in enhancing guest satisfaction through effective team leadership and operational management. Dedicated to creating a welcoming atmosphere and ensuring seamless guest experiences while optimizing processes to meet organizational goals.

WORK EXPERIENCE

Front Office Supervisor - Guest Services
Seaside Innovations
May / 2024-Ongoing
Santa Monica, CA

- Maintained professionalism and a welcoming atmosphere for all guests.
- Facilitated a smooth check-in and check-out process, ensuring guest satisfaction from arrival to departure.
- Addressed guest requests and concerns promptly, achieving positive outcomes.
- Assisted in the execution of the Hilton Honors loyalty program, enhancing guest engagement.
- Reviewed special requests to exceed guest expectations and enhance their stay.
- Collaborated with hotel departments to maintain service standards throughout guest stays.
- Monitored daily reports to ensure smooth operations and hassle-free departures.

Front Office Supervisor
Cactus Creek Solutions
May / 2023-May / 2024
Phoenix, AZ

- Supported the hotel in improving service quality and guest satisfaction.
- Supervised and trained front desk staff on new operational systems.
- Collaborated with management to align hotel operations with corporate standards.
- Conducted monthly team meetings to review performance metrics and operational updates.
- Developed structured training programs to enhance staff skills and service delivery.
- Verified accuracy of pricing and availability to align with local events.

EDUCATION

Associate of Science in Hospitality Management
Greenwood Community College
May / 2022 - May / 2023
Phoenix, AZ

Focused on front office operations, guest relations, and hospitality management principles.