



OLIVIA SMITH

Guest Service Manager

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PROFESSIONAL SUMMARY

With a decade of experience in guest service management, I am adept at leading teams to deliver exceptional guest experiences. My focus on operational excellence and staff development drives continuous improvement, ensuring high satisfaction levels. I strive to create a culture that values guest engagement and empowers employees, fostering an environment where both guests and staff thrive.

WORK EXPERIENCE

Guest Service Manager

Pineapple Enterprises

📅 Apr / 2019-Ongoing

📍 Santa Monica, CA

1. Oversee daily operations of the reservations and front desk teams, ensuring compliance with guest service standards and operational excellence.
2. Monitor performance metrics and provide tailored training and coaching to enhance team capabilities.
3. Act as Manager on Duty, responsible for opening and closing procedures.
4. Assist in recruiting and interviewing guest service personnel to build a strong team.
5. Communicate job responsibilities and performance expectations effectively, fostering a culture of accountability.
6. Ensure all Guest Service Representatives possess in-depth knowledge of services and packages offered.
7. Develop weekly guest service schedules and coordinate training sessions for technical staff.

Guest Service Manager

Lakeside Apparel Co

📅 Apr / 2015-Apr / 2019

📍 Chicago, IL

1. Ensure unique and memorable experiences for guests aboard a \$52 million cruise ship with 1,100 rooms and 76 VIP suites.
2. Supervise the Guest Service Assistant Manager to guarantee prompt and courteous resolution of guest inquiries and concerns.
3. Collaborate with the corporate personnel department to forecast staffing needs and manage departmental resources.
4. Oversee the Concierge team to ensure compliance with USPH/FDA standards while delivering exceptional service to VIP guests.

EDUCATION

Bachelor of Science in Hospitality Management

University of Florida

📅 Apr / 2012 - Apr / 2015

📍 Chicago, IL

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

SKILLS

Schedule Management

10

Team Leadership And Development

8

Exceptional Customer Service Skills

10

Performance Management

7

Crisis Management

7

INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

STRENGTHS

😊 Politeness

🚩 Determination

🚀 Ambition

✅ Dedication

LANGUAGES



English



Swahili



Mandarin

ACHIEVEMENTS

- ★ Implemented a guest feedback program that improved satisfaction scores by 20% within one year.
- ★ Trained and developed a high-performing team, achieving a 15% increase in service efficiency.