

# MIA TAYLOR

## Guest Service Manager

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### PROFESSIONAL SUMMARY

Results-driven Guest Service Manager with 7 years of experience in the hospitality industry, focused on elevating guest satisfaction through strategic team leadership and efficient operations. Proven track record of implementing innovative service solutions and enhancing staff performance to create memorable guest experiences. Dedicated to fostering a culture of excellence and continuous improvement.

### WORK EXPERIENCE

**Guest Service Manager** Apr / 2020-Ongoing  
Maple Leaf Consulting Toronto, ON

- 1. Assisted the General Manager in overseeing operations of a 120-room property, ensuring exceptional guest service.
- 2. Mentored and evaluated performance of a diverse team, fostering a culture of excellence.
- 3. Delivered attentive and efficient service to all guests, enhancing overall satisfaction.
- 4. Maximized room revenue and occupancy rates through strategic pricing and marketing initiatives.
- 5. Ensured comprehensive training for all new employees to meet brand standards.
- 6. Managed payroll and audit procedures, maintaining accuracy and compliance.
- 7. Resolved guest complaints swiftly and effectively, maintaining high satisfaction levels.

**Guest Service Manager** Apr / 2018-Apr / 2020  
Lakeside Apparel Co Chicago, IL

- 1. Demonstrated strong leadership and organizational skills in managing daily operations.
- 2. Achieved excellence in Pizza Ranch Restaurant Management Test, enhancing customer experiences.
- 3. Passionate about developing team members into outstanding service professionals.
- 4. Exhibited strong management, communication, and organizational skills to address multiple priorities.
- 5. Effective communicator with exceptional listening skills, facilitating positive interactions.

### EDUCATION

**Bachelor of Science in Hospitality Management** Apr / 2016 - Apr / 2018  
University of Florida Seattle, WA

Acquired comprehensive knowledge in hospitality operations, guest services, and management principles.

### SKILLS

- Hospitality Management Software
- Customer Communication
- Health And Safety Compliance
- Process Improvement
- Crisis Communication

### INTERESTS

- Travel
- Fishing
- Cycling
- Volunteering

### STRENGTHS

- Perseverance
- Vision
- Ingenuity
- Accountability

### LANGUAGES

- English
- Spanish
- German

### ACHIEVEMENTS

- Increased guest satisfaction scores by 20% through targeted training programs.
- Successfully reduced operational costs by 15% by streamlining front desk processes.