



# EMMA JOHNSON

## Assistant Guest Service Supervisor

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS

Operational Knowledge



Data Analysis And Reporting



Presentation Skills



Problem-solving Skills



Attention To Detail



Multitasking Capabilities



### 🎯 INTERESTS

🔧 DIY Projects    ✂ Crafting

🌀 Meditation    🏛 History

### 👊 STRENGTHS

🌿 Humility    💡 Innovation

👁 Insightfulness    ✅ Integrity

### 🗣 LANGUAGES



English

Dutch

Mandarin

### 🌟 ACHIEVEMENTS

🌟 Increased guest satisfaction scores by 20% through improved service training programs.

🌟 Implemented a new check-in procedure that reduced wait times by 30% during peak hours.

### 👤 PROFESSIONAL SUMMARY

Experienced Assistant Guest Service Supervisor with 5 years in the hospitality sector, focused on delivering exceptional guest experiences and enhancing operational efficiency. Proven track record in leading teams, implementing service improvements, and effectively resolving guest concerns. Passionate about fostering a welcoming environment that promotes customer loyalty and satisfaction.

### 💼 WORK EXPERIENCE

Assistant Guest Service Supervisor

📅 Apr / 2022-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Managed the front desk operations, ensuring smooth guest arrivals, departures, and inquiries.
2. Maintained a clean and organized reception area to provide a welcoming environment.
3. Supervised front desk staff, providing training and support to enhance service quality.
4. Analyzed guest satisfaction surveys to implement necessary service improvements.
5. Acted as a primary contact for vendors, facilitating smooth access to the premises.
6. Composed reports and correspondence from various sources, ensuring accurate communication.
7. Maintained an organized departmental chart to enhance operational efficiency.

Asst. Guest Service Supervisor

📅 Apr / 2020-Apr / 2022

Silver Lake Enterprises

📍 Seattle, WA

1. Promoted to Assistant Guest Service Supervisor within 30 days of starting as a Guest Service Representative.
2. Handled sales of various items, including lottery tickets and rental equipment, enhancing guest convenience.
3. Participated in management meetings to ensure promotional activities were effectively executed.
4. Utilized Microsoft Excel for data tracking and reporting to improve service delivery.
5. Demonstrated strong problem-solving skills to address guest inquiries and concerns promptly.
6. Managed guest registrations, reservations, and modifications, ensuring seamless service.

### 🎓 EDUCATION

Bachelor of Science in Hospitality Management

📅 Apr / 2018    Apr / 2020

University of Central Florida

📍 Phoenix, AZ

Studied hospitality management principles, focusing on guest services, operations, and team leadership.