

WILLIAM PEREZ Asst. Guest Service Team Member

- (123) 456 7899
- Los Angeles
- www.qwikresume.com





- 🔥 Fishing
- Photography
- Sports
- Gardening









Adaptability







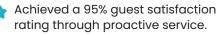


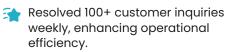
English

Japanese

Arabic

ACHIEVEMENTS





🔼 PROFESSIONAL SUMMARY

Enthusiastic Guest Service professional with 5 years of experience in enhancing guest experiences through attentive service and effective communication. Skilled in resolving guest inquiries and fostering a welcoming atmosphere that promotes satisfaction and loyalty.

WORK EXPERIENCE

Asst. Guest Service Team Member

May / 2021-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Welcomed guests and ensured they received prompt, friendly service.
- Maintained a clean and organized work area to enhance guest experiences.
- 3. Managed phone inquiries, processing reservations and requests efficiently.
- 4. Conducted regular audits of guest feedback and addressed concerns promptly.
- 5. Assisted in maintaining a stocked and tidy environment for subsequent shifts.
- 6. Supported cart operations and ensured public areas were free of debris.
- 7. Collaborated with team members to enhance overall service quality.

Guest Service Team Member

May / 2020-May / 2021

Summit Peak Industries

耳 Denver, CO

- 1. Provided comprehensive service as a cook, busboy, and cashier, ensuring guest satisfaction.
- 2. Efficiently managed customer orders and facilitated timely service.
- 3. Resolved guest conflicts and inquiries, enhancing customer loyalty.
- 4. Trained new employees on operational procedures and customer engagement.
- 5. Maintained inventory control and ensured merchandise was well presented.
- 6. Assisted management in resolving customer disputes effectively.



EDUCATION

Associate of Arts in Hospitality Management

May / 2019-May / 2020

Springfield Community College

■ Denver, CO

Focused on customer service excellence and hospitality operations.

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