



WILLIAM PEREZ

Asst. Guest Service Team Member

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(123) 456 7899

Los Angeles

www.qwikresume.com

SKILLS

Customer Service



Communication Skills



Problem Solving



Time Management



INTERESTS

Fishing

Photography

Sports

Gardening

STRENGTHS

Negotiation

Ambition

Gratitude

Adaptability

LANGUAGES



English



Japanese



Arabic

ACHIEVEMENTS

Achieved a 95% guest satisfaction rating through proactive service.

Resolved 100+ customer inquiries weekly, enhancing operational efficiency.

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.
2. 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

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.