



# SOPHIA BROWN

## Guest Services Associate

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Dedicated Guest Services Associate with 10 years of experience in delivering exceptional customer service, resolving guest issues, and enhancing guest satisfaction in hospitality environments.

### WORK EXPERIENCE

#### Sr.Guest Services Associate

Pineapple Enterprises

📅 Dec / 2018-Ongoing

📍 Santa Monica, CA

1. Delivered outstanding service to ensure a positive guest experience and satisfaction.
2. Assisted guests with luggage during check-in and check-out processes.
3. Fostered a welcoming atmosphere for all hotel guests.
4. Addressed guest inquiries and provided information about hotel services and local attractions.
5. Utilized problem-solving skills to effectively resolve guest complaints and issues.
6. Compiled and maintained a comprehensive list of local dining and entertainment options.
7. Acknowledged for exceptional service based on guest feedback and reviews.

#### Guest Services Associate

Crescent Moon Design

📅 Dec / 2014-Dec / 2018

📍 Portland, OR

1. Executed guest service representative duties, including night audit responsibilities.
2. Managed reservations, check-ins, check-outs, and financial transactions efficiently.
3. Maintained accurate bookkeeping, including cash drawer management and bank deposits.
4. Reviewed guest bills upon checkout to ensure accuracy and satisfaction.
5. Coordinated with maintenance staff to address guest room and public area issues promptly.

### EDUCATION

#### Bachelor of Arts in Hospitality Management

University of Florida

📅 Dec / 2011 - Dec / 2014

📍 Phoenix, AZ

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

### SKILLS

Customer Service Software



Conflict Resolution



Guest Relations



Multitasking



Communication Skills



### INTERESTS

📖 Podcasts

📖 Language Learning

📖 Dancing

📖 Cycling

### STRENGTHS

⚙ Integrity

⚙ Intuition

⚙ Leadership

⚙ Listening

### LANGUAGES



English  
80%



Mandarin  
80%



French  
80%

### ACHIEVEMENTS

🌟 Achieved a 95% guest satisfaction rating through exceptional service.

🌟 Implemented a guest feedback system that improved service delivery by 30%.