Robert Smith

Guest Services Associate And Key Manager

Phone (123) 456 78 99
Email: info@qwikresume.com
Website : www.qwikresume.com
LinkedIn: linkedin.com/qwikresume
Address: 1737 Marshville Road, Alabama

SUMMARY

To obtain meaningful employment at a non-profit agency that allows to utilize interpersonal, organizational, and teamwork skills.

SKILLS

Microsoft Office, Technology, Customer Service Skills.

WORK EXPERIENCE

Guest Services Associate And Key Manager

ABC Corporation - March 2013 – July 2013

- Performed opening and closing store duties including counting the register, completing company forms with the register amount, daily sales records, and overall store information for the day (guest count, sales count, product count, etc.) location cleaning, review of waxer rooms, and locking/unlocking of location.
- Handled the reservation book (creating and confirming reservations) over the phone and in person.
- Welcomed new guests and educating them on the companys procedures, policies, services, products, and promotional packages using company scripts.
- Worked with waxers to ensure their satisfaction with their daily book.
- Handled all register procedures, including handling waxer tips.
- Reviewed guest company histories in order to be able to educate each individual guest on which products and/or packages would be most suitable to their needs.
- Worked with other sales staff in order to achieve monthly store sales goals.

Guest Services Associate

Discovery Place, Inc - 2008 – 2013

- Accurately perform admissions transactions and reports.
- Support, implement and uphold the philosophy, policies and procedures of Discovery Place.
- Maintain high levels of professionalism.
- Verify appropriate credentials of identification for building access.
- Maintain knowledge of all exhibits and museum functions of all departments.
- Actively assist guests, with critical situations, troubleshooting concerns and take customer comments and complaints.
- Assist in achieving department goals, objectives and budget..

EDUCATION

- 2011(Columbia College - Chicago, IL)

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