

OLIVIA SMITH

Guest Services Representative

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🌐 www.qwikresume.com



PROFESSIONAL SUMMARY

Results-driven Guest Services Representative with 5 years of experience in enhancing guest satisfaction and operational efficiency. Proven ability to address customer needs and resolve issues promptly while maintaining a welcoming environment.

WORK EXPERIENCE

Guest Services Representative

📅 Dec / 2020-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Provided exceptional service during breakfast and happy hour, ensuring cleanliness and guest satisfaction.
2. Operated kitchen equipment efficiently, maintaining high standards of hygiene and safety.
3. Managed wake-up call requests, ensuring timely delivery to enhance guest experience.
4. Welcomed guests warmly, anticipating their needs and providing assistance to individuals with disabilities.
5. Maintained a professional demeanor while addressing guest inquiries and concerns.
6. Collaborated with team members to ensure smooth operations and guest satisfaction.
7. Trained new staff on service standards and guest interaction protocols.

Guest Services Representative

📅 Dec / 2019-Dec / 2020

Cactus Creek Solutions

📍 Phoenix, AZ

1. Executed check-in procedures for guests, ensuring a seamless arrival experience using both manual and digital systems.
2. Facilitated efficient check-out processes, accurately closing guest accounts and preparing rooms for new arrivals.
3. Handled reservations and inquiries, effectively communicating hotel offerings and upselling services.
4. Maintained up-to-date knowledge of local events and hotel amenities to provide informed responses to guest questions.
5. Utilized clear communication skills to answer phones and assist guests with professionalism.

EDUCATION

Associate of Arts in Hospitality Management

📅 Dec / 2018-Dec / 2019

City College

📍 Phoenix, AZ

Focused on customer service, event planning, and hospitality operations.

SKILLS

Customer Relationship Management

Reservation Management

Conflict Resolution

Team Collaboration

ACHIEVEMENTS

- ★ Achieved a 95% guest satisfaction rating through exceptional service.
- ★ Increased repeat bookings by 20% through personalized guest interactions.