

AVA DAVIS

Guest Services Representative

Los Angeles 😯 www.qwikresume.com

PROFESSIONAL SUMMARY

Dedicated Guest Services Representative with 7 years of experience in delivering exceptional customer service. Proven ability to manage guest inquiries, resolve issues, and enhance overall guest satisfaction in fast-paced environments.

WORK EXPERIENCE

Housekeeper & Guest Services Representative

Dec / 2020

Pineapple Enterprises

F Santa Monica, CA

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- 1. Welcomed guests with a warm demeanor, providing information and directions to enhance their experience.
- 2. Managed parking permits for oversized vehicles, ensuring compliance with hotel policies.
- 3. Accurately recorded guest counts and vehicle information to maintain operational efficiency.
- 4. Adapted to various shifts, including weekends and holidays, demonstrating flexibility and commitment.
- 5. Conducted end-of-shift cash counts, ensuring accuracy with financial reports.
- 6. Strived to create a memorable stay for guests, encouraging repeat visits.
- 7. Assisted guests with reservations and cancellations, utilizing the Fosse system for efficiency.

Housekeeper & Guest Services Representative

Lakeside Apparel Co

Dec / 2017

T Chicago, IL

Dec /

2020

- 1. Delivered friendly front desk service, ensuring a welcoming atmosphere for all quests.
- 2. Processed guest payments accurately and efficiently, maintaining financial integrity.
- 3. Facilitated smooth check-in and check-out processes, enhancing quest convenience.
- 4. Issued room keys and managed communication between guests and hotel staff.
- 5. Maintained accurate records of guest accounts and reservations, ensuring data integrity.

EDUCATION

Associate of Arts in Hospitality Management

m Dec ∕ 2014

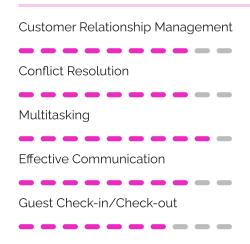
Dec./ 2017

City College

♣ Phoenix, AZ

Studied principles of hospitality management, customer service, and event planning.

SKILLS



INTERESTS

Gaming

Fashion

Film

Technology

STRENGTHS



LANGUAGES



80% 80% Portuguese 80%

ACHIEVEMENTS

Achieved a 95% guest satisfaction rating through exceptional service.

Successfully managed over 500 guest check-ins and check-outs monthly.