



AVA DAVIS

Guest Services Representative

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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 - Ongoing

Pineapple Enterprises

Santa Monica, CA

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

Dec / 2017 - Dec / 2020

Lakeside Apparel Co

Chicago, IL

1. Delivered friendly front desk service, ensuring a welcoming atmosphere for all guests.
2. Processed guest payments accurately and efficiently, maintaining financial integrity.
3. Facilitated smooth check-in and check-out processes, enhancing guest 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

Dec / 2014 - Dec / 2017

City College

Phoenix, AZ

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

SKILLS

Customer Relationship Management



Conflict Resolution



Multitasking



Effective Communication



Guest Check-in/Check-out



INTERESTS

Gaming

Fashion

Film

Technology

STRENGTHS

Enthusiasm

Fairness

Flexibility

Forward-thinking

LANGUAGES



English 80%



Mandarin 80%



Portuguese 80%

ACHIEVEMENTS

Achieved a 95% guest satisfaction rating through exceptional service.

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