ROBERT SMITH

Guest Services Supervisor I

info@qwikresume.com | LinkedIn Profile | Qwikresume.com

Business administration professional and customer service expert offering strong organizational and versatile office management skills. Detailed experience in building client/vendor databases, optimizing billing processes and crafting high-impact bid proposals. Areas of expertise include: strategic planning, organizing, state and federal procurement, accounts payable, accounts receivables, general accounting, time management, office operations, creative problem solving, clear communication, leadership ability, correspondence creation, problem resolution, detailed analysis, executive office support, and technical support.

EXPERIENCE

Guest Services Supervisor I

Bluegreen Vacations - DECEMBER 2015 – 2020

- Oversees all front desk operations that work in harmony with other departments to a resort that houses over a thousand guests simultaneously.
- Responds to all internal and external customers with special attention.
- Takes initiate while adapting to change and stay customer-focused at all times.
- Organizes and diligent with excellent written, oral and interactive communication skills.
- Sets and manages productivity standards.
- Applies effective sound judgement when under pressure.
- Applies strategic thinking that are results driven.

Guest Services Supervisor

Delta Corporation - 2013 – 2015

- Served as main point of contact for all guests requests and needs Responsible for checking guests in and out of hotel in a timely yet courteous .
- Supervised 20+ team members per shift in 3 different departments Performed 90 day, semi-annual, and annual reviews on team members Opened and closed .
- Employment Type Full Time (30 Hours or More) Accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room .
- Supervise Front Office Staff/Call Center and Reservations.
- Ensure standards of AAA/4 Diamond Status.
- Work at Front Desk/Opera System/New Wave/Promotions Data Base.
- Handle guest complaints for Credit Dispute.

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EDUCATION

- Bachelor's in Business Administrative - 2007(Piedmont Virginia Community College - Charlottesville, VA)

SKILLS

Microsoft Office, Outlook, SalesForce, Windows OS, MacOS, Word, TimeShareWare TSW.