



JAMES CLARK

Hospitality Specialist

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PROFESSIONAL SUMMARY

Hospitality Specialist with 5 years of experience dedicated to enhancing guest experiences through exceptional service and proactive problem-solving. Skilled in managing diverse teams, optimizing operations, and fostering a welcoming atmosphere. Committed to creating memorable moments for guests while ensuring smooth hotel operations and satisfaction.

WORK EXPERIENCE

Hospitality Specialist

Feb / 2021-Ongoing

Seaside Innovations

Santa Monica, CA

1. Welcomed guests with a professional demeanor, ensuring a positive first impression.
2. Provided detailed information about hotel amenities and local attractions to enhance guest experience.
3. Maintained prompt communication by answering department calls within two rings.
4. Escorted guests to their rooms, managing luggage with care.
5. Addressed service-related issues efficiently to ensure guest satisfaction.
6. Delivered consistently friendly and engaging service to all guests.
7. Conducted training sessions for new guest service team members, fostering a culture of excellence.

Hospitality Specialist

Feb / 2020-Feb / 2021

Summit Peak Industries

Denver, CO

1. Coordinated planning and execution of corporate meetings and events, ensuring all details were meticulously managed.
2. Reviewed and organized catering services for upcoming meetings, ensuring all needs were met.
3. Monitored supply inventory and placed timely orders to prevent shortages.
4. Oversaw event activities to ensure compliance with client requirements and expectations.
5. Acted as the friendly face of the restaurant, providing training and support to team members.
6. Managed incoming calls for take-out orders and reservations, ensuring customer satisfaction.

EDUCATION

Bachelor of Science in Hospitality Management

Feb / 2019 - Feb / 2020

University of Florida

Portland, OR

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

SKILLS

Event Planning

Health Regulations

Customer Feedback Analysis

Scheduling

Cultural Awareness

INTERESTS

Podcasts

Language Learning

Dancing

Cycling

STRENGTHS

Intuition

Leadership

Listening

Mentorship

LANGUAGES

80%

English

80%

French

80%

Dutch

ACHIEVEMENTS

Increased guest satisfaction scores by 20% through enhanced service training.

Successfully resolved 95% of guest complaints on the first contact.