

JACKSON TURNER

Spa Reservations Sales Agent

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PROFESSIONAL SUMMARY

Bringing a decade of expertise in spa reservations, I specialize in elevating guest experiences through personalized service and efficient booking management. My proven ability to utilize cutting-edge reservation systems enhances customer satisfaction and drives loyalty. I am dedicated to contributing to a team committed to excellence in the wellness industry.

WORK EXPERIENCE

Spa Reservations Sales Agent

WidgetWorks Inc.

📅 Mar / 2019-Ongoing

📍 Denver, CO

1. Facilitating guests' spa reservations by providing personalized service and expert recommendations.
2. Utilizing advanced reservation systems to manage bookings efficiently and accurately.
3. Addressing and resolving guest concerns related to spa services and bookings promptly.
4. Collaborating with spa staff to ensure seamless guest experiences and service delivery.
5. Communicating policies and procedures clearly to guests via phone and email.
6. Creating an inviting atmosphere for guests, ensuring they feel valued and appreciated.
7. Tracking guest feedback and implementing improvements to enhance service quality.

Personal Cruise Consultant

Silver Lake Enterprises

📅 Mar / 2015-Mar / 2019

📍 Seattle, WA

1. Making proactive outbound calls to past clients to promote new spa packages and services.
2. Coordinating all aspects of spa appointments, including service selection and payment processing.
3. Educating guests about spa offerings and promoting additional services to enhance their experience.
4. Maintaining accurate records of client preferences and special requests to personalize future visits.
5. Achieving daily sales goals through effective upselling techniques and exceptional customer service.
6. Responding to inquiries and managing reservations for high-volume spa events.

EDUCATION

Associate of Applied Science in Hospitality Management

City College

📅 Mar / 2012-Mar / 2015

📍 Phoenix, AZ

Focused on customer service excellence and operational management within the hospitality industry.

SKILLS

Communication Skills



Time Management



Sales And Revenue
Optimization



Multitasking



ACHIEVEMENTS

- ★ Achieved a 30% increase in repeat bookings through personalized follow-ups and tailored service.
- ★ Recognized as Employee of the Month for outstanding customer service and exceeding sales targets.
- ★ Successfully managed over 1,000 reservations annually, ensuring high levels of customer satisfaction.