

HOLLY HOTEL

555 Hotel Lane, Green Bay, WI 54333
920-555-5555 | hollyhotel@gmail.com

SUMMARY OF QUALIFICATIONS

- Outgoing and friendly individual with 6+ years of customer service experience
- Solid understanding of guest relations and customer service within the hotel industry
- Good ability to analyze budgets for hotel departments and restaurants
- Knowledge with health and safety legislation and licensing laws to ensure compliance
- Excellent written and verbal communication skills
- Strong problem-solving and critical thinking abilities
- Proficient in Microsoft Office – Word, Excel and PowerPoint

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Hospitality Management - Associate Degree

December 2020

- GPA: 4.0 Highest Honors

RELATED WORK EXPERIENCE

Hospitality Management Intern

September 2020 – December 2020

Ramada Hotel and Conference Center, Green Bay, WI

- Coordinated with hotel management to meet budget goals
- Assisted group sales managers on upcoming event inquiries by consulting with guests to determine requirements for events
- Worked closely with team to establish goals and measurements to enhance exceptional Guest Service
- Worked with Food/Beverage Manager to formulate menu ideas with Chefs; develop financial, capital, and manpower plans with department managers; create an inviting dining experience for guests who enter the property; help identify industry trends to stay ahead of the competition
- Trained staff on proper policy, procedures, and rules for the use of equipment used in the restaurant, housekeeping, maintenance, front desk, and office
- Scheduled staff appropriately to provide maximum quality services
- Assisted in answering phones, booking reservations, check-ins, check-outs, bell services, and room service

Front Desk Receptionist

January 2018 – August 2020

Holiday Inn, Green Bay, WI

- Welcomed guests upon arrival to the hotel, assisted with check-in and check-out
- Answered phones, booked reservations, responded to emails and electronic reservations
- Kept records of occupied rooms and guests accounts
- Prepared check-out receipts, and collected payments from departing guests

WORK EXPERIENCE

Customer Service Representative

June 2014 – January 2018

TJ Maxx, Green Bay, WI

- Assisted an average of 50 customers per day in finding or selecting items, and providing recommendations
- Provided outstanding customer service, receiving 96% in customer service feedback surveys
- Maintained accurate and attractive merchandise displays ensuring strategic placement of products
- Handled cash registers, organized inventory room, labeled products, unloaded merchandise, and cleaned the store

