

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 Suite

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Hospitality Management - Associate Degree

May 2024

- GPA: 4.0 Highest Honors

WORK EXPERIENCE

Hospitality Management Intern

August 2023 – December 2023

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
- 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 2022 – August 2023

Holiday Inn, Green Bay, WI

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

Customer Service Representative

June 2020 – January 2022

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