

 (555) 123-4567

 donnaturner@gmail.com

 New York City, NY

EDUCATION

Bachelor of Science in Hospitality Management

University of New York, NY | Graduated: May 2015

Certifications

- Certified Hospitality Professional (CHP) | 2022
- CPR & First Aid Certified | 2021

SKILLS

- Customer service excellence
- Reservation management
- Conflict resolution
- Hotel management software (Opera, Maestro)
- Multilingual (English, Spanish)
- Payment processing and billing
- Team collaboration

AWARDS

- Recognized as Employee of the Month (November 2024) for exceptional guest service performance.

LANGUAGES

- Fluent in Spanish, enabling better communication with international guests.

DONNA TURNER

GUEST SERVICES REPRESENTATIVE

PROFESSIONAL SUMMARY

Dedicated and enthusiastic Guest Services Representative with experience in delivering exceptional customer service in the hospitality industry. Skilled in managing guest inquiries, handling reservations, and ensuring satisfaction through personalized service. Adept at problem-solving and maintaining a professional demeanor under pressure.

EXPERIENCE

- June 2019 - Now

Guest Services Representative

The Plaza Hotel / New York City, NY

- Provide a welcoming and seamless experience for guests during check-in and check-out, consistently achieving a satisfaction rating of 98%, while ensuring prompt and efficient service in a high-volume environment.
- Assist with inquiries and resolve issues in a timely manner, maintaining a positive relationship both guests and staff to enhance the overall experience.
- Coordinate special requests, including transportation, room preferences, and local excursions, ensuring that all guest needs are met and expectations exceeded.
- Process payments, handle billing inquiries, and ensure all guest information is accurately recorded using Opera software.

- April 2016 - May 2019

Guest Services Representative

Marriott Marquis / New York City, NY

- Delivered excellent guest services by handling check-ins and check-outs, providing guest information, and resolving concerns, ensuring an exceptional experience at all times.
- Managed reservations, adjusted bookings, and made room assignments, ensuring 100% accuracy in guest preferences and accommodating last-minute changes.
- Worked closely with housekeeping and maintenance teams to ensure timely room availability, special requests, and issues were resolved quickly, improving guest satisfaction.
- Promoted hotel services, amenities, and packages to guests, contributing to an increase in revenue through upselling and personalized recommendations.