

# SARAH MITCHELL



## GUEST RELATIONS ASSOCIATE

**Phone:** (555) 123-4567

**Address:** United States, Los Angeles, CA

**Mail:** sarah.mitchell@gmail.com

Experienced and dedicated Guest Relations Associate with expertise in managing guest experiences in the hospitality industry. Adept at ensuring guest satisfaction, handling inquiries, and resolving conflicts while maintaining a calm and professional demeanor.

### EXPERIENCE

January 2020 - Now	Marriott International / Los Angeles, CA
Guest Relations Associate	<ul style="list-style-type: none"><li>Greet and assist guests during check-in, ensuring a warm welcome and seamless experience.</li><li>Handle guest inquiries, requests, and concerns, providing timely resolutions and ensuring satisfaction.</li><li>Collaborate with hotel staff to ensure guest needs are met promptly.</li><li>Train and mentor new team members, enhancing their understanding of customer service protocols.</li><li>Monitor guest feedback and implement improvements based on customer suggestions.</li></ul>

May 2017 - December 2019	Hilton Hotels / Los Angeles, CA
Customer Service Representative	<ul style="list-style-type: none"><li>Answered guest questions regarding hotel services, amenities, and local attractions.</li><li>Processed check-ins, check-outs, and reservations, ensuring efficient operations.</li><li>Addressed and resolved guest complaints in a positive and professional manner.</li></ul>

### EDUCATION

Associate Degree in Hospitality Management	University of Southern California / Graduated: May 2017
--	---

Certifications	<ul style="list-style-type: none"><li><b>First Aid &amp; CPR Certified</b>, American Red Cross, June 2020</li><li><b>Certified Guest Service Professional</b>, American Hotel &amp; Lodging Educational Institute, July 2019</li></ul>
----------------	--

### SKILLS

Guest services and satisfaction management	Expert	Conflict resolution and problem-solving	Expert
Team collaboration and training	Expert	Strong communication skills	Expert
Multitasking and time management	Expert		