

# NAME

## Customer Service and Hospitality Professional



Telephone



Email



Address

### EDUCATION

**College Name** 2011-2013  
*Tourism and Travel Diploma*

**High School Name** 2006  
*Ontario Secondary School Diploma*

### SKILLS

Customer service  
Operations and logistics  
Mac and PC friendly  
Driver's licence  
Cloud-based and remote work  
Team training and leadership  
Event management  
Detail-oriented and efficient  
Quick learner  
Organized, flexible and adaptable

### VOLUNTEERISM

#### Canada-Wide

Captain/Chaperone, Breakaway Tours  
(Town), Ontario  
Farmers' Market Staff, (Company Name)  
Event Staff, Philanthropy Forum  
Event Staff, Mayor's Giving Gala  
General Volunteer, Community Futures

### EXPERIENCE

#### Company Name

#### Location

*Front Desk Receptionist/Reservations Agent*  
March to July 2019

- Transferred guests in an 11-passenger bus between the resort, ferry, boat ramp and airport.
- Managed all inquiries for bookings and general resort information.
- Processed payments on EFTPOS machine and provided invoices for all chargeback reservations.
- Managed daily guest, group and event bookings using RMS.
- Provided peak hour service coverage in the restaurant.

#### Company Name

#### Location

*Group Sales Manager/Venue Coordinator/Front Desk Supervisor*  
August 2015 to October 2018

- Implemented standard operating procedures for team consistency.
- Managed property events such as weddings, family reunions, tradeshow and community meetings.
- Trained, developed, coached and counseled team members to drive outstanding employee performance.
- Developed and maintained professional relationships with clients to ensure repeat contracts.
- Crossed over into all departments such as housekeeping, maintenance and management whenever necessary.

#### Company Name

#### Location

*Front Desk/Supervisor/Acting Manager*  
November 2013 to March 2015

- Promoted from Front Desk to Supervisor after just five months.
- Acted as manager for three months during the busy season.
- Trained and coached staff in alignment with resort standards.
- Navigated multiple online interfaces to manage relationships with various partner organizations such as Club Intrawest, RCI Timeshare and Homeowners Experience.
- First point of contact for guests and staff, including emergencies.
- Acted as dispatch for various logistics departments.

#### Company Name

#### Location

*Front Desk Agent/Hospitality Services*  
April 2010 to March 2011

- Wrote the script for, and led tours of the grounds.
- Managed check-ins for individual guests and large groups.
- Trained and mentored team members.
- Assisted in coordinating Japanese and Western weddings onsite.
- Accurately operated POS terminal in foreign language (Japanese).