

NAME

Address

OBJECTIVE

To bring over 15 years of experience and passion to a customer-focused service and hospitality position.

EXPERIENCE

Front Desk Receptionist/Reservations Agent March 2019 - July 2019

Company Name Location

- Transfer of guests in an 11 passenger bus between the resort and ferry, boat ramp and airport
- Answered phone calls and responded to emails for bookings and general inquiries for both the hotel, restaurant and island accommodations
- Processed payments on EFTPOS machine as well as submitted invoices for all chargeback reservations
- Consistent daily use of RMS for hotel guests and group/event bookings
- Assisted with coverage in the restaurant during breakfast rush making coffees and serving tables

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

Company Name Location

- Ensured consistent implementation of standard operating procedures
- Managed property events such as weddings, family reunions, tradeshow and community meetings
- Trained, developed, coached and counselled team members, resulting in outstanding employee performance
- Maintained professional relationships with clients to ensure repeat contracts
- Crossed over into all departments such as housekeeping, maintenance and management when necessary

Front Desk Agent/Supervisor November 2013 – March 2015

Company Name Location

- Started as front desk agent and moved up to Supervisor after 5 months.
- Acted as manager with fellow supervisors for three months during the busy summer season when there was no manager on staff.
- Trained front office staff in the delivery of courteous and professional guest service aligned with hotel standards.
- Worked with several companies and programs (Club Intrawest, RCI timeshare, Homeowners Experience, etc.), some of which require the use of multiple computer programs.

- First point of contact for guests and staff; answered emails, telephone calls, emergency calls; acted as dispatch for various logistics departments.

Sales Representative 2009 – 2010, November 2011 – April 2013

Company Name Location

- Keyholder to open and close store without supervision; prepared paperwork for head office use.
- Utilized product knowledge to benefit customers' needs.
- Successfully reached sales goals.
- Cultivated friendly customer relationships, resulting in return visits.

Front Desk Agent

April 2010 – March 2011 **Company**

Name

Location

- Wrote the script for, and led premise tours.
- Organized check-ins for individuals and large groups of over 200 students.
- Ensured proper team communication; trained and mentored team members to maintain a productive and successful environment.
- Assisted in facilitating Japanese and Western weddings onsite.
- Accurately operated point of sale terminal in a foreign language (Japanese).

EDUCATION

Tourism and Travel Diploma

2011-2013 **College**

Name

Location

Ontario Secondary School Diploma

2006 **High School Name**

Location

SPECIAL SKILLS AND VOLUNTEER EXPERIENCE

- Mac and PC-friendly.
- Proficient in Microsoft Office, among other programs and software.
- ChocoSol Traders volunteer, (Town) Farmers' Market.
- Volunteer bus captain/chaperone overseeing high school trips, Breakaway Tours.
- Event volunteer, Philanthropy Forum (Town).
- Event volunteer, Mayor's Giving Gala, (Town).
- General volunteer, Community Futures (Town).

References available upon request.