
Guest Relations Executive Resume

Job Objective

To enhance my skills and further my career by filling the position of Guest Relations Executive in well-established organization.

Highlights of Qualifications:

- Good expertise in VIP and Guest Services
- Wide knowledge of hotel guest relations, event management companies & airlines
- Solid understanding of hotel property management systems
- Excellent communication skills
- Ability to deal effectively with guests, management, employees and outside contacts

Professional Experience:

Guest Relations Executive

Waterford Hotel Group, Rancho Cordova, CA

August 2007 – Present

- Received guests and managed restaurant floor staff.
- Maintained cleanliness and hygiene at all times in the working and guest areas.
- Ensured all service standards are met as per the Standard Operation Procedure Manual (SOP).
- Assured ultimate customer satisfaction and seating capacity is achieved.
- Managed reservation system and maximized potential number of covers adhering to customer's requirements.

Guest Relations Executive

Interstate Hotels & Resorts, Rancho Cordova, CA

May 2004- July 2007

- Prepared reports for review by the manager, general manager and other executives.
- Supervised development and implementation of new Guest Relations programs.
- Handled lounge service providers and ensured proper communication of activities.
- Maintained quality of customer service.
- Provided value added service to guests.
- Improved performance and enhanced guest experience through continuous interaction and involvement.

Education:

Bachelor's Degree in Hotel Management

Iowa State University, Ames, IA

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