
Guest Service Manager Resume

Job Objective

Seeking the opportunity to fill Guest Service Manager's position with a growing organization.

Highlights of Qualifications:

- Huge experience in providing optimal levels of customer services for various hospitality departments
 - Outstanding knowledge of hotel departments
 - Immense ability to multitask and prioritize work
 - Exceptional ability to work in a flexible schedule and on weekends
 - Good communication skills in both oral and written forms
 - Skilled to provide optimal guest services
 - Ability to communicate effectively with Clients, Management and Co-workers
 - Proficient in providing exceptional facilities to guest
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Professional Experience:

Guest Service Manager
Summit Hospitality Group, Ltd, Washington, DC
October 2008 – Present

- Assisted Front Desk department in managing all guest complaints and ensured resolution.
- Managed guest services and monitored operational departments for hotel.
- Ensured compliance to various brand standards and managed work accordingly.
- Monitored all quality issue complains, investigated issues and implemented required training programs.
- Maintained knowledge on various hotel events and activities.
- Hired and trained front desk and food and beverage employees in performing efficient work.
- Maintained hotel work according to required rules, regulations and policies.
- Analyzed problems in hotel and provided permanent solutions for same.

Guest Service Representative
Extended Stay Hotels, Washington, DC
August 2003 – September 2008

- Greeted all customers in a professional and courteous manner.
- Administered check in process for guests and verified information provided by guest.
- Managed and assisted customers in all telephone queries.
- Maintained knowledge on various products and services and promoted it to client.
- Monitored inventory of supplies for Manager and maintained records of product counts.
- Ensured a neat and clean lobby and front desk at all times.

Guest Service Coordinator
Hyatt, Washington, DC
May 1998 – July 2003

- Administered services and ensured optimal levels of customer service and satisfaction.
 - Managed customers and informed about available services.
 - Monitored inventory of supplies and placed purchase orders accordingly.
 - Assisted in promoting business by handing out brochures.
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Education:

Bachelor's Degree in Operations Management
Mercyhurst College, Erie, PA

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