
Guest Services Coordinator Resume

Job Objective

To obtain a Guest Services Coordinator position that will promote growth, stability and opportunity for advancement.

Work Experience:

Guest Services Coordinator, August 2005 – Present
Fifa, Inc., Bangor, ME

- Handled phone calls and set up appointments, greeted members and guests upon arrival.
- Coordinated in maintaining professional front desk and reception area.
- Coordinated in administrative tasks and database update.
- Established and maintained weekly business relationships with all prospective hospitality partners.
- Developed and ensured standards of excellence for services offered.
- Coordinated in creation and distribution of collateral material marketing our guest services and ensured that Business to Business contacts are well supplied.

Guest Services Coordinator, May 2000 – July 2005
Rofus Corporation, Bangor, ME

- Handled reception desk operations and procedures including registration, sales and retention.
 - Implemented and cultivated sales and marketing and customer service culture within the front line team.
 - Analyzed sales data; measured sales performance and reported on key performance indicators.
 - Managed reception desk functions including maintenance of registration software, hardware and equipment.
 - Expedited front lines, directed flow of guests and ensured professional customer service.
 - Trained staff to deliver a high standard of customer service.
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Summary of Qualifications:

- Strong accomplished experience in office management, guest services
 - Solid understanding of principles, practices and techniques of modern sales and customer service practices
 - Excellent communication and organizational skills
 - Outstanding ability to operate on-line computer system, and work as part of a professional team and collaborate effectively with peers
 - Amazing ability to develop and maintain efficient working association
 - Amazing ability to identify problems, assess alternatives, render consistent and logical decisions
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Education:

Bachelor's Degree in Hospitality Management, Metropolitan State College of Denver, Colorado, CO

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