**HOTEL HOSPITALITY RESUME**

Kaya Morris

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**Profile**

Courteous Guest Service Agent with recent experience at a high-end hotel with 100+ rooms. Draw on broad knowledge of best practices in hotel customer service. Strong computer skills and ability to solve operational and productivity challenges. Trilingual: Fluent in English, French, and Spanish.

**Key Skills**

* Creative Problem-Solving
* Customer Relations & Service
* Efficiency Improvement
* Task Prioritization
* Team Collaboration
* Time Management
* Efficiency Improvement

**Professional Experience**

**Guest Service Agent,**

La Quinta by Wyndham,

Phoenix, AZ

June 2019 to Present

* Welcome guests and conduct check-ins and check-outs using POS system
* Promptly address guest questions, and help make restaurant and transport reservations
* Provide guests with clear, up-to-date information on hotel services and promotions
* Keep the front desk clean, attractive, and uncluttered

Call Center Representative

Cox Enterprises

Phoenix, AZ

January 2017 to June 2019

* Clarified customers’ needs and recommended appropriate products and services
* Resolved queries and complaints by phone and email, and facilitated product returns as needed
* Achieved 100%+ of ambitious sales goals

**Certifications**

* First Aid and CPR | 2020

**Education**

* Associate of Applied Science in Hospitality & Hotel Management

Scottsdale Community College

Scottsdale, AZ

2019