



Lisa Zane

Hotel Receptionist

Profile

Enthusiastic and resourceful Front Desk Receptionist with 3+ years of work tenure at a corporate hotel and conference center. Skilled at facilitating volumes of check-ins, approximately 30 per day. Proficient in Amadeus and holds a CGSP (Certified Guest Services Professional) accreditation.

Employment History

Resort Hotel Receptionist at Aventura Resorts, Fort Lauderdale

April 2019 – Present

Instrumental in implementing an automated guest checking in the system which resulted in 3x faster check-in processes.

- Responsible for check in and check out processes
- Act as concierge and receptionist simultaneously
- Check in guests and organize an orientation excursion of facilities and amenities with the Guest Relations Manager Planned custom trip routes for guests upon request
- The first point of contact to address problems with room defects or health emergencies
- Manage the reservation system and perform bookings, cancellations and reservation amendment
- Process payments for group bookings at the various restaurants and recreational facilities at the premises.
- Successfully act as a sales liaison between a hotel guest and local travel companies and tour operators.

Hotel Receptionist at The Ritz Group, Manhattan

May 2017 – February 2019

Maintained a 95% score in positive guest review feedback for the last 24 months.

- Meeting and greeting guests in the lobby before checking them in
- Assist guests with flight bookings and in-city transportation where needed
- Record daily occupancy and rate totals
- Responsible for registering guests on the hotel rewards program and issuing accompanying vouchers and complimentary items
- Facilitate check in and check out procedures for all guests
- Ran the settlement process for credit card transactions daily and record revenue totals to generate reports for the accounting department
- Settle Corporate Accounts and submitting to company clients for payment
- Answer telephone and in-person queries about hotel services and facilities

Motel Receptionist at Mulberry Inn, San Antonio

June 2019 – June 2019

Served as the unofficial Spanish speaking translator on various tourist excursions resulting in a 30% increase in guest satisfaction ratings for the motel.

Details

1515 Pacific Ave, Los Angeles, CA
90291, United States, (541) 754-3010

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[Twitter](#)

[Facebook](#)

[Instagram](#)

Skills

Local Area Knowledge

Interpersonal Communication Skills

Bilingual

Guest Relations

Guest Service

Reservations

Booking Systems

CRM Software

Report Writing

PABX

Microsoft Office

Google Suite

Check-In/Check-Out

Payments

Languages

English

- Welcome guests and facilitate a smooth checking in process
- Escort guests to their rooms and give them an introduction tour of the facility
- Distribute menu cards for breakfast and dinner bookings
- Attend to special request and provide complimentary items such as flowers, champagne, and chocolates
- Assist guests with registering and storing valuables in the motel safe
- Welcome and greet guests with a smile and in a warm manner
- Make dinner reservations for guests and organize local excursions
- Supervise activities of housekeeping and maintenance staff
- Responsible for motel administrations such as bookkeeping and inventory management
- Process payments and organized for forex to be delivered every week
- Address complaints and requests

Spanish

French

Education

Certificate in Luxury Hotel Management, American Tourism Training Institute, Richmond

June 2019 – Present

Bachelor's Degree in Hospitality Management, Saint Martins College, Lacey

June 2016 – June 2018

Major Subjects: Tourism Management, Hotel Operations, Hospitality Advertising Principles

GPA 3.5

Hotel Receptionist Certificate, Lincoln Technical College, Lincoln

January 2015 – June 2015

Courses

Certified Guest Service Professional (CGSP), AHLEI, Orlando

January 2018 – March 2018

AHLA Accredited Member, American Hotel & Lodging Association, Washington D.C

January 2017 – Present