

Lisa Zane



Hotel Receptionist

Address	1515 Pacific Ave, Los Angeles, CA 90291, United States	Phone	(541) 754-3010
Email	email@email.com	Place of birth	San Antonio
Nationality	American	Driving license	Full
Links	Twitter , Facebook , Instagram		

01 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.

02 EMPLOYMENT HISTORY

04/2019 – Present

Resort Hotel Receptionist at Aventura Resorts

Fort Lauderdale

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.

05/2017 – 02/2019

Hotel Receptionist at The Ritz Group

Manhattan

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

06/2019 – 06/2019

Motel Receptionist at Mulburry Inn

San Antonio

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

- 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

03 EDUCATION

06/2019 – Present

American Tourism Training Institute

Richmond

Certificate in Luxury Hotel Management

06/2016 – 06/2018

Saint Martins College

Lacey

Bachelor's Degree in Hospitality Management

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

GPA 3.5

01/2015 – 06/2015

Lincoln Technical College

Lincoln

Hotel Receptionist Certificate

04 SKILLS

Local Area Knowledge

Interpersonal Communication Skills

Bilingual

Guest Relations

Guest Service

Reservations

Booking Systems

CRM Software

Report Writing
Microsoft Office
Check-In/Check-Out

PABX
Google Suite
Payments

05 COURSES

01/2018 – 03/2018

Certified Guest Service Professional (CGSP) at AHLEI, Orlando

01/2017 – Present

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

06 LANGUAGES

English



Spanish



French

