

LISA ZANE

Hotel Receptionist

INFO

ADDRESS

1515 Pacific Ave, Los Angeles,
CA 90291, United States

PHONE

(541) 754-3010

EMAIL

email@email.com

LINKS

[Twitter](#)

[Facebook](#)

[Instagram](#)

SKILLS

Local Area Knowledge

Interpersonal Communicatio...

Bilingual

Guest Relations

Guest Service

Reservations

Booking Systems

CRM Software

Report Writing

PABX

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, Aventura Resorts Fort Lauderdale

Apr 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, The Ritz Group

Manhattan

May 2017 – Feb 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

Microsoft Office
Google Suite
Check-In/Check-Out
Payments

LANGUAGES

English

Spanish

French

- 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, Mulburry Inn

San Antonio

Jun 2019 – Jun 2019

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

EDUCATION

American Tourism Training Institute, Certificate in Luxury Hotel Management

Richmond

Jun 2019 – Present

Saint Martins College, Bachelor's Degree in Hospitality Management

Lacey

Jun 2016 – Jun 2018

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

GPA 3.5

**Lincoln Technical College, Hotel
Receptionist Certificate**

Lincoln

Jan 2015 - Jun 2015

COURSES

**Certified Guest Service Professional (CGSP), AHLEI,
Orlando**

Jan 2018 - Mar 2018

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

Jan 2017 - Present