

LISA ZANE

Hotel Receptionist

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Place of birth *San Antonio* Nationality *American*
Driving license *Full*

LINKS

[Twitter](#), [Facebook](#), [Instagram](#)

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.

EXPERIENCE

❖ **Resort Hotel Receptionist, Aventura Resorts** Apr 2019 – Present
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.

❖ **Hotel Receptionist, The Ritz Group** May 2017 – Feb 2019
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

❖ **Motel Receptionist, Mulberry Inn** Jun 2019 – Jun 2019
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

EDUCATION

❖ **American Tourism Training Institute** Jun 2019 – Present
Certificate in Luxury Hotel Management Richmond

❖ **Saint Martins College** Jun 2016 – Jun 2018
Bachelor's Degree in Hospitality Management Lacey

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

GPA 3.5

❖ **Lincoln Technical College** Jan 2015 – Jun 2015
Hotel Receptionist Certificate Lincoln

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

COURSES

❖ **Certified Guest Service Professional (CGSP)** Jan 2018 – Mar 2018
AHLEI, Orlando

❖ **AHLA Accredited Member** Jan 2017 – Present
American Hotel & Lodging Association, Washington D.C

LANGUAGES

English *Native speaker* Spanish *Highly proficient*
 French *Very good command*