

LISA ZANE

HOTEL RECEPTIONIST

INFO

ADDRESS

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

PHONE

(541) 754-3010

EMAIL

email@email.com

PLACE OF BIRTH

San Antonio

DRIVING LICENSE

Full

NATIONALITY

American

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

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
- 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

San Antonio

Jun 2019 – Jun 2019

Check-In/Check-Out

Payments

LANGUAGES

English



Spanish



French



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