



# Lisa Zane

Hotel Receptionist

Los Angeles, United States email@email.com

## Details

1515 Pacific Ave

Los Angeles, CA 90291,  
United States

(541) 754-3010

Date / 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

## 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

Apr 2019 – Present

Fort Lauderdale

### Resort Hotel Receptionist at Aventura Resorts

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.

May 2017 – Feb 2019

Manhattan

### Hotel Receptionist at The Ritz Group

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

Check-In/Check-Out

Payments

## Languages

English



Spanish



French



Jun 2019 – Jun 2019

San Antonio

## Motel Receptionist at Mulburry Inn

*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

Jun 2019 – Present

Richmond

### American Tourism Training Institute

Certificate in Luxury Hotel Management

Jun 2016 – Jun 2018

Lacey

### Saint Martins College

Bachelor's Degree in Hospitality Management

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

GPA 3.5

Jan 2015 – Jun 2015

Lincoln

### Lincoln Technical College

Hotel Receptionist Certificate

## Courses

Jan 2018 – Mar 2018

Certified Guest Service Professional (CGSP)  
at AHLEI, Orlando

Jan 2017 – Present

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