



# Lisa Zane

## Hotel Receptionist

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**PLACE OF BIRTH** San Antonio

**DRIVING LICENSE** Full

### 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

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

Jun 2019 – Jun 2019

San Antonio

- 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 at Mulberry 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

## **03 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

### Local Area Knowledge

Bilingual

Guest Service

Booking Systems

Report Writing

Microsoft Office

Check-In/Check-Out

### Interpersonal Communication Skills

Guest Relations

Reservations

CRM Software

PABX

Google Suite

Payments

## 04 SKILLS

## 05 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**

## 06 LANGUAGES

English



Spanish



French

