

Henderson Campbell

GUEST SERVICE ASSOCIATE

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SUMMARY

To work as a guest service associate with esteem organization and ensure guests feel comfortable and their duration of stay at the facility is filled with unforgettable memories. Friendly, organized, and punctual world traveler with experience volunteering as a Front Desk Agent in a fun, social hostel in New York.

SKILLS

Hostel Reception	● ● ● ● ●	Payment tracking systems	● ● ● ● ○
Hostel Housekeeping	● ● ● ● ○	Appointment scheduling	● ● ● ● ○
Event Planning & Hosting	● ● ● ● ●	Spa maintenance	● ● ● ○ ○
Inventory maintenance	● ● ● ● ○		

EXPERIENCE

Front Desk Associate

Diamond Core Hotels Oct 2017 - Jun 2018

- Responsible for greeting guests enthusiastically and ensuring a smooth, fast check-in
- Interacting with customers and understanding their food and beverages taste
- Accommodating special requests of guests whenever possible
- Shared local knowledge and activities
- Hosted events like Happy Hour and tours
- Cleaned rooms and laundry when necessary

Guest Service Associate

Rainbow Hotel - New York Nov 2014 - Present

- Greeting and welcoming the guests
- Managed the reservation book and guest check-in and out of the hotel
- Checking the guest rooms are cleaned and are stocked with toiletries and necessary things
- Replaced electrical equipment/devices if the guest is not comfortable with them
- Coordinated with the mini-bar attendant and ensured the bar is stocked

EDUCATION

Hotel Business Management

University of California, Berkeley Feb 2008 - Jan 2012

BA in English

Marc International College May 2006 - Jun 2008

LANGUAGES

English	● ● ● ● ●	German	● ● ● ● ○
French	● ● ● ● ○	Arabic	● ● ● ● ○

