- Ensured the highest levels of customer service and satisfaction

- Assisted guest both face-to-face and over the phone daily

- Handled up to 25 rooms in different apartments

- Handled customers complain and problems in a friendly and professional way

- Maintained property by inspecting vacant units and completing repairs as well as suggesting renovations if needed

- Prepared the housekeeping schedule and ensure all special request are handled precisely

- Answered guests’ inquiries regarding the apartment and its amenities, as well as providing information about local attractions that may be of interest

| Mono Apartments | Titania Ferrisa; Yudo Baskoro | t.ferrisa@monoapartments.com; y.baskoro@monoapartments.com | Modern Nomads Group | [www.monoapartments.com](http://www.monoapartments.com) | excel, email, MS Office, Hubspot (CRM), Gsuite, Slack, Trello | Management for Short-term Rental Apartment | We manages property, assisting and support guest and provide other travel related services. | There are always day to day problem could be solved, I want to be able to manage my job and our information content better. | Current service works well for clients | I want to reduce workload of the support team. |
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