

# Ariana James

Senior Guest Experience Manager · Detroit, MI

## About Me

I am a boutique hospitality leader with nearly a decade of experience shaping meaningful, memorable guest experiences in independent and lifestyle hotel environments. I began my career at a small, 18-room inn as a part-time front desk associate and grew into senior leadership by staying curious, remaining hands-on, and prioritizing thoughtful, people-first service in everything I do.

I thrive in spaces where hospitality and storytelling intersect — places where a property's identity, neighborhood, and personality show up in every detail. My strengths include developing teams, improving service consistency, elevating guest touchpoints, and building operational systems that allow staff to deliver their best work effortlessly.

## Professional Experience

### Senior Guest Experience Manager — The Beechwood House

Detroit, MI (2022–Present)

- I lead the guest experience team across front desk, concierge, and after-hours support in a 32-room boutique setting.
- I introduced a Detroit-local welcome program spotlighting small businesses, which increased guest sentiment scores by 24%.
- I redesigned SOPs to reduce check-in wait times and improve service consistency property-wide.
- I developed a training pipeline that supported two internal promotions into supervisor roles.
- I implemented real-time feedback systems that helped the property reduce negative reviews by 31% year over year.

### Guest Services Supervisor — The Iron Gate Inn

Detroit, MI (2018–2022)

- I supervised daily front desk operations during high-occupancy seasons and major city events.
- I trained new hires on communication standards, conflict resolution, and PMS system usage.
- I earned recognition for effective service recovery strategies and guest satisfaction improvements.

## **Front Desk Associate — The Iron Gate Inn**

Detroit, MI (2015–2018)

- I started part-time while in school and learned hotel operations from the ground up.
- I became known for warm, personalized guest communication and tailored local recommendations.
- I assisted in building the inn's first digital welcome guide to modernize the guest experience.

## **Core Strengths**

- Guest experience design & service standards
- Team coaching, culture-building & development
- Service recovery & conflict resolution
- Boutique hotel operations & front office leadership
- SOP creation, process design & training rollout

## **Contact**

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