PHILLIP VEAL

Philadelphia, PA 19122 | (267) 997-0667 | pveal3801@comcast.net

**Professional Summary**

Customer-centered Hospitality professional offering 25 years of experience engaging with sophisticated clientele. Top-notch communicator adept at providing pleasant and personable service while maintaining efficiency. Service-oriented with excellent organization and task-management skills.

**Work History**

**BELL CAPTAIN** Mar 2001 - Mar 2020

Loews Hotel Philadelphia, PA

* Managed the bell staff by setting work schedules, assigning duties and supervising their day-to-day work.
* Trained new staff in all aspects of bell service and door service, coached all staff on their performance.
* Answered phone and email inquiries from guests in a timely manner.
* Greeted guests and visitors warmly and made them feel welcomed.
* Offered restaurant and activity recommendations, and assisted guests in arranging transportation and excursions.
* Received and redirected mail, phone calls, packages, etc.

**GUEST SERVICES ASSOCIATE** Feb 1998 - Mar 2001

Hawthorn Suites Hotel Philadelphia, PA

* Informed guests and visitors about the hotel's facilities and services.
* Coordinated food and other items to guest rooms when needed.
* Delivered luggage, messages, faxes, and packages to guest rooms.
* Assisted guests with laundry service, and shined guest’s shoes.

**DOORPERSON & GUEST SERVICES** June 1996 - Feb 1998

Korman Suites Philadelphia, PA

* Greeted guests and visitors and informed them of the hotel's facilities and services.
* Handled inquiries, complaints, and requests from guests.
* Managed all requests for tours, reservations, and recommendations to ensure customer success.
* Trained new hires on the company’s core standards and operations.

**Education & Professional Development**

Professional Development Training

Temple University LNPWI Philadelphia, PA

Front Desk Operation

O.I.C. Hospitality Training Institute Philadelphia, PA

General Studies

Community College of Philadelphia Philadelphia, PA

Business Administration

Pierce College Philadelphia, PA

**Key Accomplishments**

**Awarded by Loews Hotel**

|  |  |
| --- | --- |
| * Team Member of the Quarter * Team Member of the Month * 15 Years of Service Award * Won 6 Spotlight Awards * Certificate of Excellence | Dec 2018  Dec 2018  Dec 2016  2006-2014  June 2005 |