

CHALÉ WISE

ABOUT ME

Growth mindset professional with 3+ years working in hospitality including high volume and dynamic environments with a passion for creativity and results.

CONTACT ME AT

✉ chalew.contact@gmail.com

📞 808-798-7725

📍 Las Vegas, NV

SKILLS

Integrity

Sales

Critical thinking

Attention to detail

Adaptable

Customer Service

Data Entry

ACCOMPLISHMENTS

Selected into The Cosmopolitan of Las Vegas' Mentorship Program (2019 - 2020)

International internship with Bunge Limited., a Fortune 500 & Forbes Company (2015)

WORK HISTORY

Host/Reservations Host

The Cosmopolitan Las Vegas Hotel, July 2017 – October 2020

Promoted from Host to Reservations Host as a result of displaying a great work ethic and perfecting all assigned job duties

- Checked in/out guests, while maximizing Cabana and Daybed sales at both resort pools.
- Accurately entered and reconciled confidential data and payment methods in our Seven Rooms system.
- Efficiently answered and directed calls, kept host manual up-to-date, and scanned, filed and sorted all reservation chits.
- Collaborated with Restaurant and Group Sales department when upselling to arrange large group bookings.
- Initiated and received phone calls, to plan and make guests' reservations for the resort
- Trained all new hosts and supervised host team.
- Seated guests and distributed and collected towels and supplies.
- Promptly responded to guest inquiries and complaints with sensitivity.
- Remained up-to-date on the hotel's current events and details of all food and beverage outlets.

Management Trainee Intern

Enterprise Rent-A-Car, May 2016 — August 2016

- Provided excellent customer service by upselling rental cars and car insurance, checking in/out customers, answering and directing calls, and providing safe transportation.

Program Assistant

Shidler College of Business Executive Education Center, University of Hawaii
September 2015 — May 2016

- Assisted with organizing meetings and events by coordinating food vendors, timelines, budgets and created flyers and program booklets.
- Maintained daily calendars, assorted mail and set client appointments.
- Greeted visitors, assessed needs, and directed to appropriate personnel.