

Maria Robbins

123 W. Alter Blvd.
Los Angeles, CA 90210
(555)555-1212
MRobbins@mail.com

Professional Summary

Experienced and customer-focused concierge with 5 years of boutique and luxury hotel experience in the Los Angeles metro area. Skilled at ensuring that customers are able to access what they need, and get as much enjoyment as possible out of their vacations.

Skills

- Ability to understand and meet guests' needs
- Front desk experience
- Capable of forming positive business relationships with local transportation companies, restaurants, tour operators, theaters, etc.
- Problem-solving and conflict management
- Access and credit card fraud prevention
- Exceptional communication skills

Work Experience

The Gregory, Downtown Los Angeles (2015 - 2020) Concierge And Guest Services Supervisor

Duties:

- Greeting up to 250 hotel guests each day.
- Assisting guests with meal and entertainment recommendations.
- Managing guest experience for VIP guests.
- Maintaining a customer satisfaction rating of more than 95%.
- Listening to guest complaints and finding solutions.
- Worked with other hospitality businesses to establish special guest programs.

Four Seasons Resort, Hollywood (2012 - 2015) Activities Director

Duties:

- Ensured that in-hotel entertainment options were available to all paying guests.
- Worked with the in-house maintenance team to ensure recreation equipment was clean and in good repair.
- Maintained a pool safety rating of 100%.
- Planned guest activities.
- Ensured that hotel facilities including swimming pool, spa, and golf course were appropriately staffed and managed.
- Reviewed guest satisfaction surveys.
- Worked with guests to solve any problems or concerns.

Work Experience

Brown Community College (2009 - 2010)

Associate of Arts: Hotel And Restaurant Management

UCLA (2018 - Present)

BA of Hotel And Restaurant Management (still attending)

Current Student