

ACCOMMODATION SERVICE EXECUTIVE LL

Professional Summary

Customer service and sales expert who identifies customer needs and delivers solutions to problems. Driven to exceed sales and customer satisfaction goals and build long term relationships with the clients. Creates a positive experience through high quality customer care. Bilingual manager able to build, lead and train efficient and friendly service teams.

Core Qualifications

- Client-focused
- Results-oriented
- Quick learner
- Superior communication skills
- Cheerful and energetic
- Effective team player

Experience

ACCOMMODATION SERVICE EXECUTIVE II 12/2016 to Current Company Name City , State

- Communicate with Partners by telephone or by e mail to provide guidance and assistance regarding Booking.com platform Extranet.
- Provide commercial advise and orientation to partners based on Booking.com business model.
- Gather information to solve partner and guests issues regarding reservations in order to coordinate assistance with Customer Service department.
- Review and process new partnership registrations and set them ready to open on Booking.com webpage.
- Keep partners and guests as center of all our operations to guarantee maximum satisfaction.

CUSTOMER SERVICE EXECUTIVE 02/2016 to 11/2016 Company Name City , State

- Communicate with customers by telephone or by e mail to provide information about hotel reservations, take or enter information, cancel reservations, gather complaints details .
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Check and ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Refer unresolved customer grievances to designated departments for further investigation.

GENERAL MANAGER /SALES MANAGER 12/2011 to 01/2016 Company Name City , State

- Managed sales team generating daily new memberships according to sales quota, interacted with prospects and new customers and provided high level of service to achieve 100% customer satisfaction and company revenue.
- Hired and trained all sales and customer service staff.
- Monitored customer preferences to determine focus of sales efforts.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Manage projects or contribute to committee or team work.
- Create, maintain, and enter information into databases.

GENERAL MANAGER 01/2005 to 12/2011 Company Name City , State

- Managed sales and customer service operation

- Control retention and attrition
- Responsible for new hire process
- Supervised over 30 employees
- Reported to District Vice President

GUEST SERVICE MANAGER 01/2000 to 12/2004 Company Name City , State

- Served as public relations representative for the hotel.
- Assisted guests with any special requests during their visits.
- Answer inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment Record guest comments or complaints, referring customers to managers as necessary.
- Transmit and receive messages, using telephones or telephone switchboards.
- Accomplishments researched, calmed and rapidly resolved client conflicts to ensure customer retention increasing it up to 85% per month.
- Consistently generated additional revenue through skilled customer services and sales techniques used to generate new corporate.
- accounts to service high volume employee corporations.
- Satisfactory managed company new locations pre saleand openings to guarantee revenue profit and investment return.

Education

J.D. : Law 2000 Universidad Santa Maria City , State , Venezuela

Law

Courses on Military Law, Criminology .

Bachelor of Science : TOURISM 1995 IUTIRLA City , Venezuela Tourism and Hospitality Management Barcelona Hospitality and Tourism Instituto Universitario de Tecnologia Industrial "Rodolfo Loero Arismendi", El Morro, Anzoategui Graduated Cum Laude

Professional Affiliations

National Association of Professional Trainers

Languages

Bilingual English- Spanish, proficient in Portuguese, French and Italian.

Skills

Customer services supervision, decision making, dependable, staff training and development, problem solver, public relations, dynamic team player able to motivate employees to reach high level of performance while using maximum potential.

Online skills development courses ,The Open University :

Commercial awareness.

Conversations and interviews.

Developing high trust work relationships.

Difference and challenge in teams.

Discovering development management.

Facilitating group discussions.

Making decisions.

Speeches and speech making.

The importance of interpersonal skills.

The role of a manager.

Three principles of coaching approach.