Karen Hempler

P. O. Box 115

Issaquah, WA 98027

425-941-7270

Objective

Position as a Travel Customer Service Agent

Professional Accomplishments

Sales:

1. Specialized in discount travel packages for individuals, companies, civic groups, clubs, and other organizations.
2. Achieved Presidents Club in an office of twenty sales associates.

Advertising:

1. Designed new advertising strategy to target young professionals.
2. Utilized demographic information and recent travel statistics to formulate more effective advertising copy and select more effective ad placements.

Budgeting:

1. Planned budgets various programs.
2. Negotiated with hotels and cruise-lines, resulting in lower contract prices, and a 3% reduction in operational expenses.
3. Formulated initial budget estimates and quarterly budget projections.

Employment History

*AAA Washington Member Service Center, Bellevue and Seattle WA*

Member Travel Service Representative, 2012-2014

* Provided customer sales and service for prepackaged tours, a la cart tours, local cruises, hotel, tours and car bookings.
* Travel Insurance, currency and documentation for International travel services.

*Cruise Port Authority, Seattle, WA*

Ticket Agent, 2010 - 2019

* Assisted passengers with travel questions and Luggage boarding.
* Ticket gates screening boarding documents for proper documentation.
* Responsible for announcing Gates departures and arrivals along with embarking and disembarking assistance, schedule and ticket count at end of day.

*AAA Washington Member Service Center, Bellevue and Seattle WA*

Member Travel Service Representative, 2001 - 2008

* Provided customer sales and service for prepackaged tours, a la cart tours, local cruises, hotel, tours and car bookings.
* Travel Insurance, currency and documentation for International travel services.

*Bellevue Club Hotel, Bellevue WA*

Front Desk Agent 2000-2001

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| * Check guests in and out of the Bellevue Club Hotel using the Hotel computer/software system. * Handle cash and check payments and process credit card information as required. * Answer the Bellevue Club Hotel Front Office and reservation telephones.  Provide information to prospective guests regarding room rates, room availability, corporate accounts, and services offered by the Bellevue Club Hotel. * Complete room reservations using Hotel computer/software system.  Input and/or update reservation information in the computer and properly code all reservations.  Complete requested reservations for Small Luxury Hotels of the World.  Assist the Reservations Coordinator with group reservations as needed. * Download Trust reservations twice during the shift and inputs reservations. * Process room reservation requests via fax, mail and e-mail. * Prepare brochures and sales kits.  Copy sales materials as needed. * Coordinate with Housekeeping and Guest Services staff to accommodate guest requests. * Use guest history to record guest membership numbers and ensure that all input information is correct.  Update data on repeat guests. * Maintain and update information regarding Hotel facilities, hours of operation, key personnel, special activities and functions in the Hotel and Club.  Utilize this information to answer guest and member questions about the Bellevue Club and Hotel. * Answer inquiries from Hotel guests, Club members, other hotel properties, travel agents, and general public pertaining to Hotel policies and services. Effectively and consistently follow standards of operation and service as established by the Bellevue Club management. |

Education

Modesto Community Jr. College, Modesto, CA

Child Development and Hospitality Services, 1982

Travel insurance License, international and domestic travel

Certificate programs completed.