

## Professional Experience

### Hospitality Host

The Sleeping Bear Inn, Providence, RI | May 2020 - January 2021

- Provide exceptional customer service, which resulted in a number of new returning customers
- Responsible for managing reservations in a 40-room boutique inn
- Resolve all customer inquiries to a satisfying standard
- Track guest satisfaction surveys to help maintain the inn's impressive customer experience ratings of 97% positive feedback

### Waiting Staff

The Hotel Bar, Providence, RI | February 2019-April 2020

- Honed customer service skills in a high-pressure and fast-paced environment
- Responsible for making reservations and organizing seat plans
- Filed incident reports documenting issues for managing staff

## Education

### Bachelor of Science in Tourism and Hospitality Management

Johnson & Wales University, Providence, RI | October 2018 - July 2020

Participated in hospitality hosting coursework, which included 30 hours of out of classroom industry experience.

Coursework completed:

- Social Media Marketing
- International Policies of Tourism
- World Geography for Tourism and Hospitality

## Certifications

- ◆ Cvent Supplier Professional Certification
- ◆ American Hotel and Lodging Educational Institute Certified Hospitality Supervisor

# Tom Jones

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Responsible and personable hotel front desk clerk with two years of previous experience in hospitality and customer-facing roles. Impeccable customer service skills both in person and over the phone, a friendly manner that is regularly praised, and Impressive organizational skills. Adept at assisting customers with a range of Inquiries and issues, resulting in returning satisfied customers.

## Key Skills

- Computer skills, including customer database management
- Aptitude for customer service
- Reservations management
- ◆ Problem-solving skills
- Excellent organizational skills