



# HAE-WON JEON

Guest Relations

## EXECUTIVE PROFILE

I have over 5 years of experience in the hospitality industry, and am currently exploring full-time opportunities in guest relations for hotels or restaurants.

## WORK BACKGROUND

### Guest Relations

BRIARWOODE PREMIERE HOTEL | JUNE 2018-PRESENT

- Assists in arranging reservations- Facilitates a smooth check-in process
- Escorts guests to rooms and amenity floors- Handles customer complaints

### Front of House Staff

BLUE BRIAR'S BISTRO | MAY 2015-JUNE 2018

- Took reservations and managed customer flow
- Greeted guests upon arrival and showed them to their tables
- Handled guest complaints and settled issues

## COMPETENCIES

- Strong communication and interpersonal skills
- Experience in guest relations and front-of-house staffing
- Highly organized and pays attention to detail

## CONTACT INFO

Mobile Phone: (123) 456 7890  
Landline: (123) 456 7890  
Email Address: hello@reallygreatsite.com  
Home Address: 9436 Feather Street,  
Santa Fe, New Mexico 87501

## WORK REFERENCES

Limma Kulis  
HR Head, Briarwoode Premiere Hotel  
Email: www.reallygreatsite.com

Paytonn Jawolsi  
COO, Blue Briar's Bistro  
Mobile phone: (123) 456 7890

## ACADEMIC SUMMARY

### IKW Vocational School

DIPLOMA IN HOSPITALITY AND GUEST RELATIONS

Completed on April 25th, 2015

Extra units taken in bartending, barista skills and concierge functions  
Most Outstanding Student AwardeeIKW Scholarship Awardee

### Cleinfeld High School

GRADUATED WITH DISTINCTION ON APRIL 2019

Completed on April 19th, 2007

Graduated as class salutatorian, with a GWA of 3.7

Blake Quin Medal for Academic Excellence

Cleinfeld High Scholarship Awardee