

# 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.

## COMPETENCIES

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

## WORK REFERENCES

Limma Kulis  
HR Head, Briarwoode Premiere Hotel  
Email: [www.reallygreatsite.com](mailto:www.reallygreatsite.com)  
Paytonn Jawolski COO,  
Blue Briar's Bistro  
Mobile phone: (123) 456 7890

## CONTACT INFO

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

## 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

## 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 Awardee  
IKW 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