

ROBERT SMITH

Tour Guide II

info@qwikresume.com | [LinkedIn Profile](#) | [Qwikresume.com](#)

Focused Tour Guide, successful at multi-tasking and delivering prompt and friendly service to all guests. Consistently maintains a positive attitude and a great sense of humor during peak hours, highly effective at anticipating and accommodating guests needs.

EXPERIENCE

Tour Guide II

ABC Corporation - MAY 2001 - JUNE 2006

- Provided a dynamic, informative and entertaining behind-the-scenes tour.
- Delivered greater product awareness for our consumers by responsibly serving beverages in the hospitality room, both after hours and during special events.
- Making successful recommendations to guests based on their individual tastes.
- Executed friendly, efficient, and helpful retail and customer service in the gift shop, by anticipating their needs.
- Developed upstanding, well-versed tour guides by mentoring and training my newer peers to the organization.
- Help clients to learn, keep or improve skills and functional abilities that they may not be developing normally.
- Creates and maintains positive emotional states through the course of each day for clients.


Tour Guide

ABC Corporation - 1999 - 2001

- Took large groups of walk-in guests on tours of the haunted plantation.
- Worked the cash register and answered phone calls.
- Often took room reservations for the overnight guests.
- Restocked the gift shop each day of new merchandise.
- Counted down the cash and did the paperwork at the end of my shift every day.
- I was able to meet a lot of new people each day and give them knowledge about the history of the plantation.
- Skills Used Social Skills, Multitasking, and Counting.

EDUCATION

- Bachelor of Science in Business Administration, Emphasis in



Management - 2001(The University of Missouri, Columbia - Columbia,
MO)

SKILLS

Human Resources, Recruiting, Employee Relations, Conflict Resolution, Management Experience, Staffing, Diversity Initiatives.