

Rami Shoula

Concierge

Profile

Service-oriented Concierge with five years of hospitality experience and a stellar guest satisfaction record. Adept at managing guest experiences, responding quickly to guest needs, and using effective communication between departments. Able to function well in high-stress environments with professionalism and courtesy. Adept at working in coordination with hotel staff and management at all times.

Employment History

Concierge at W Seattle, Seattle

March 2013 — Present

- Responded to guest requests for special arrangements or services, such as transportation arrangements and reservations.
- Remained courteous, patient, and professional under any circumstance.
- Gathered, summarized, and provided information to guests about surrounding area amenities and activities.
- Contacted appropriate hotel departments to resolve guest issues or concerns.
- Issued confirmation calls and reminder phone calls as necessary.

Front Desk Clerk at Hotel Deca, Seattle

May 2013 — August 2015

- Registered and processed all guests, including both incoming outgoing guests.
- Processed guest payments for all related room charges.
- Maintained company policies and procedures to ensure consistency of guest experiences.
- Dispatched calls, submitted room service requests, made wake-up calls, and acted as main point of contact for all guest needs.

Front Desk Clerk at East Lansing Marriott at College Place, East Lansing

February 2012 — March 2013

- Managed front desk tasks for 500 full-service rooms.
- Greeted guests upon arrival and departure on a daily basis.
- Received and arranged special requests from guests.
- Fostered relationships between all departments throughout hotel.

Education

Bachelor of Hospitality, Michigan State University, East Lansing

August 2009 — December 2013

High School Diploma, Troy High School, Troy

September 2005 — May 2009

Details

romioshoula@gmail.com

Skills

ORS Central Reservation Systems

Advanced Communication Skills

OPERA Property Management System

Conflict Resolution Skills

Outstanding Hospitality Skills

Multitasking Skills

Strong Organizational Skills

Languages

Mandarin Chinese

Spanish

References

Julie Ho from W Seattle

julie.ho@w-hotels.com · (206) 684-4596

Joaquin Garcia from Hotel Deca

joaquin@hoteldeca.com · (206) 934-7392

Debrah Hayes from Marriot at College Place

debrah@marriotcollege.com · 267-293-0211