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| 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 HistoryConcierge 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. |  |  |  | | --- | --- | |  | EducationBachelor of Hospitality, Michigan State University, East Lansing August 2009 — December 2013 High School Diploma, Troy High School, Troy September 2005 — May 2009 |  |  |  | | --- | --- | |  | ReferencesJulie Ho from W Seattle [julie.ho@w-hotels.com](mailto:julie.ho@w-hotels.com) · (206) 684-4596 Joaquin Garcia from Hotel Deca [joaquin@hoteldeca.com](mailto:joaquin@hoteldeca.com) · (206) 934-7392 Debrah Hayes from Marriot at College Place [debrah@marriotcollege.com](mailto:debrah@marriotcollege.com) · 267-293-0211 | | DetailsSkills  |  |  | | --- | --- | | 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 | | |  |  | |