

SARAH MITCHELL



GUEST RELATIONS ASSOCIATE

Phone: (555) 123-4567

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Experienced and dedicated Guest Relations Associate with expertise in managing guest experiences in the hospitality industry. Adept at ensuring guest satisfaction, handling inquiries, and resolving conflicts while maintaining a calm and professional demeanor.

EXPERIENCE

January 2020 - Now

Marriott International / Los Angeles, CA

Guest Relations Associate

- Greet and assist guests during check-in, ensuring a warm welcome and seamless experience.
- Handle guest inquiries, requests, and concerns, providing timely resolutions and ensuring satisfaction.
- Collaborate with hotel staff to ensure guest needs are met promptly.
- Train and mentor new team members, enhancing their understanding of customer service protocols.
- Monitor guest feedback and implement improvements based on customer suggestions.

May 2017 - December 2019

Hilton Hotels / Los Angeles, CA

Customer Service Representative

- Answered guest questions regarding hotel services, amenities, and local attractions.
- Processed check-ins, check-outs, and reservations, ensuring efficient operations.
- Addressed and resolved guest complaints in a positive and professional manner.

EDUCATION

Associate Degree in Hospitality Management

University of Southern California / Graduated: May 2017

Certifications

- **First Aid & CPR Certified**, American Red Cross, June 2020
- **Certified Guest Service Professional**, American Hotel & Lodging Educational Institute, July 2019

SKILLS

Guest services and satisfaction management

Expert

Conflict resolution and problem-solving

Expert

Team collaboration and training

Expert

Strong communication skills

Expert

Multitasking and time management

Expert