




# MARIA LANGFORD

## Senior Concierge

 (212) 555-2431

 maria.langford@gmail.com

 United States, New York, NY

### Professional summary

Resourceful and personable hotel concierge with experience in high-end hospitality environments. Known for creating seamless guest experiences, securing reservations at sought-after venues, and managing service requests with a smile.

### Experience

Senior Concierge June 2018 - Now

#### The Wilton Grand Hotel, New York, NY

- Provide upscale services to VIP guests, including itinerary planning, dining reservations, and transportation arrangements.
- Train and mentor a concierge team of 5 in customer service protocols and hotel systems.
- Maintain relationships with premier restaurants, Broadway theaters, and luxury retailers.

Concierge Assistant May 2015 - May 2018

#### The Park Avenue Suites, New York, NY

- Supported the concierge team with daily guest interactions.
- Coordinated luggage assistance, wake-up calls, and room service scheduling.
- Managed special requests including personal shoppers, dog walkers, and floral arrangements.

### Education

**Bachelor's in Hospitality Management of New York University,  
United States, Graduated: May 2015**

### Certifications

- Certified Hotel Concierge, American Hotel & Lodging Association – June 2023
- Les Clefs d'Or Member (USA Chapter) – April 2022

### Skills

Reservation and ticket booking systems (Opera, SevenRooms)

Expert

Fluent in Spanish and French

Expert

Local tourism knowledge

Expert

Conflict resolution

Expert

Upselling amenities

Expert