

NATALIE BROOKS

Hospitality management student with experience in customer service and event coordination

Hospitality student with experience coordinating events for 500+ guests and improving hotel guest satisfaction by 20%.

City, ST
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LinkedIn URL

Professional Experience

Front Desk Associate *Grand Hotel, City, ST | June 2023 - Present*

- Manage reservations and assist guests with check-in/check-out procedures
- Resolved guest concerns, increasing overall customer satisfaction by 20%

Event Planning Assistant *City Event Services, City, ST | January 2023 - May 2023*

- Coordinated logistics for corporate and social events, hosting up to 500 guests
- Assisted in vendor negotiations and budget management

Key Skills

- Event planning and coordination
- Hotel and restaurant operations
- Customer service and guest relations
- Reservation systems and scheduling
- Conflict resolution

Education

Bachelor of Science in Hospitality Management (Expected May 2026) University of City, City, ST