



**Olivia
Cornish**

**Hospitality
Customer
Service
Representative**

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**Guest Relations Expert With a
Passion for Hospitality**

Customer service professional with five years of experience in hotel front desk operations and guest relations. Proven ability to create memorable experiences and resolve guest concerns efficiently.

Key Skills

- Guest check-in/check-out
- Reservation management
- Conflict resolution
- Upselling hotel services
- Multitasking in fast-paced environments

Professional Experience

*April 2021 -
Present*

Front Desk Agent

Grand Resort Hotel | City, ST

- Assisted an average of 100+ guests per day, ensuring seamless check-in and check-out experiences
- Resolved guest complaints promptly, leading to a 20% improvement in customer satisfaction scores
- Upsold hotel amenities, increasing revenue from room upgrades by 15%

*June 2018 -
April 2021*

Customer Service Associate

City Inn | City, ST

- Handled guest inquiries and reservation modifications, maintaining a 98% booking accuracy rate
- Managed billing and payment processing, reducing chargeback incidents by 30%
- Provided concierge services, enhancing guests' overall stay experience

Education

Associate Degree in Hospitality Management

Florida State College | May 2018