



# 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%.

## PERSONAL INFORMATION



(555) 901-2345



nataliebrooks@email.com



LinkedIn URL



City, ST

## 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

## 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

## REFERENCES