

Tom Jones
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Profile

Responsible and personable hotel front desk clerk with two years of previous experience in hospitality and customer-facing roles. Impeccable customer service skills both in person and over the phone, a friendly manner that is regularly praised, and impressive organizational skills. Adept at assisting customers with a range of inquiries and issues, resulting in returning satisfied customers.

Key Skills

- Computer skills, including customer database management
- Aptitude for customer service
- Reservations management
- Problem-solving skills
- Excellent organizational skills

Education

Bachelor of Science in Tourism and Hospitality Management

JOHNSON & WALES UNIVERSITY Providence, RI, October 2018 - July 2020

Participated in hospitality hosting coursework, which included 30 hours of out of classroom industry experience.

Coursework completed:

- Social Media Marketing
- International Policies of Tourism
- World Geography for Tourism and Hospitality

Professional Experience

Hospitality Host, The Sleeping Bear Inn, Providence, RI

May 2020 - January 2021

- Provide exceptional customer service, which resulted in a number of new returning customers
- Responsible for managing reservations in a 40-room boutique inn
- Resolve all customer inquiries to a satisfying standard
- Track guest satisfaction surveys to help maintain the inn's impressive customer experience ratings of 97% positive feedback

Waiting Staff, The Hotel Bar, Providence, RI

February 2019 - April 2020

- Honed customer service skills in a high-pressure and fast-paced environment
- Responsible for making reservations and organizing seat plans
- Filed incident reports documenting issues for managing staff

Certifications

- Cvent Supplier Professional Certification
- American Hotel and Lodging Educational Institute Certified Hospitality Supervisor