**Tiger Taylor**

Memphis, TN | 901-555-4567 | ttaylor5@memphis.edu | ttaylor5/linked.in

**Education**:

**The University of Memphis - Memphis, TN | Bachelor of Arts             Expected Graduation Month/Year**

The Kemmons Wilson School of Hospitality & Resort Management

**Relevant Coursework**:

* Introduction to Hospitality Management
* Food and Beverage Management
* Hotel Operations
* Event Planning and Management
* Tourism and Destination Management
* Hospitality Marketing

**Experience**:

**Happy Hotel** |**Memphis, TN** **October 2023 to Present**

Guest Services Agent

* Process reservations, check-ins, and checkouts over the phone, in person, and via Oracle PMS for guests in an 82-room, all-suite property
* Reduced guest complaints by 15% through proactive problem resolution and personalized service
* Improved customer satisfaction scores by 25% within the first year of program implementation
* Improved TripAdvisor ratings, with a 20% increase in mentions of exceptional guest services
* Collect room deposits, fees, and payments
* Calculate billings and posted charges to room accounts, reviewing charges with guests at checkout
* Liaise with housekeeping and maintenance staff to address requests and complaints made by guests using CRM software and cloud-based applications
* Process large transactions for events and PM accounts

**Hospitality Group** |**Memphis, TN** **June 2022 to August 2023**

Front Office Assistant

* Organized, confirmed, processed, and conducted all guest check-ins/checkouts, room reservations, requests, changes, and cancellations in a 600-room hotel utilizing Lightspeed PMS, CRM software, and cloud-based applications
* Reduced average check-in time by 30%, leading to higher guest satisfaction scores
* Secured payment, verified, and adjusted billing
* Liaised between internal departments and external guests to promote efficient communication
* Managed all incoming and outgoing calls on the hotel switchboard while recording accurate messages for distribution to office staff
* Obtained over sixty loyalty members by following and completing sales presentations with accuracy and efficiency
* Supervised and assisted in integrating a team of seven new staff members into the company
* Cross-trained new staff members adhere to company policies and procedures

**Hotel Group** |**Memphis, TN** **October 2021 to May 2022**

Food And Beverage Associate

* Processed cash, credit card, and room charge transactions in Lightspeed POS
* Responded to 100% of customer inquiries and resolved complaints to establish trust and increase satisfaction
* Increased overall restaurant revenue by 25% within the first quarter
* Communicated with kitchen staff and servers to provide accurate, timely information regarding orders and minimize delays
* Maintained a clean and organized restaurant to comply with hygiene and health regulations in a 110-room boutique hotel
* Trained new staff members on company policies and procedures
* Monitored food quality and freshness throughout the day

**Tropical Hotels & Resorts** |**Memphis, TN** **July 2018 to July 2020**

Outlets Team Member

* Kept work areas clean, organized, and safe to promote efficiency and team safety
* Developed vital customer service and product knowledge skills to enhance individual and team performance
* Increased recycling rates by 30% through staff education initiatives
* Processed 100% of cash, credit card, and room service transactions in Micros POS
* Assisted with inventory counts and stocking of merchandise
* Worked in different areas to provide optimal coverage and meet production goals
* Served food and beverages promptly with focused attention to customer needs
* Supported needs of ten-person wait staff of a full-service restaurant in a 600-room hotel as a hostess/server assistant
* Awarded Employee of the Month, March 2019

**Skills**

|  |  |
| --- | --- |
| * Customer Relationship Management (CRM)
* Operational Requirements
* Administrative Duties
* Hospitality Service
 | * Data Entry
* Accurate typing speed of 50 wpm
* Property Management Systems
* Point of Sale Systems
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* Service Recovery
* Interpersonal Skills

 **CERTIFICATIONS**

**Certified Guest Service Professional,** American Hotel & Lodging Educational Institute

**Licensed ServSafe Manager**- **(April 2022-April 2027)**

**Alcohol Server License**, Tennessee Alcoholic Beverage Commission – **(March 2019-March 2024)**