

Tiger Taylor

Memphis, TN | 901-555-4567 | ttaylor5@memphis.edu | [ttaylor5/linkedin](https://www.linkedin.com/in/ttaylor5/)

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) | • Data Entry |
| • Operational Requirements | • Accurate typing speed of 50 wpm |
| • Administrative Duties | • Property Management Systems |
| • Hospitality Service | • Point of Sale Systems |
| • 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)

