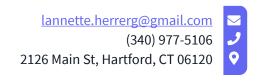
LANNETTE HERRERG

Guest Services Representative



PROFILE

I am a highly motivated individual with over 1 year of experience in guest services. I have excellent communication and interpersonal skills, which allow me to effectively interact with guests and provide them with the best possible service. I am able to work independently as well as part of a team, and I am always willing to go above and beyond to ensure that our guests are satisfied.

LINKS

linkedin.com/in/lannetteherrerg

SKILLS

Communication

Customer service

Interpersonal skills

Organizational skills

Problem solving

Time management

Computer literacy

LANGUAGES

English

Italian

HOBBIES

Organizing

Crafting

Reading

EMPLOYMENT HISTORY

- Guest Services Representative at Marriott International, Inc., CT
 - Mar 2022 Present
 - Answered an average of 50 guest calls per day.
 - Responded to guests' requests and inquiries in a timely, professional manner.
 - Handled guest complaints calmly and efficiently, often diffusing angry situations.
 - Demonstrated expert knowledge of hotel services, policies, facilities, and local attractions.
 - Proactively upsold rooms and amenities to maximize revenue.
- Guest Services Representative II at Hilton Worldwide, CT Sep 2021 - Feb 2022
 - Answered an average of 120 guest calls per day.
 - Assisted guests with reservations, room changes, and cancellations.
 - Processed an average of 30 check-ins and check-outs per shift.
 - Provided concierge services to guests including restaurant recommendations and reservations, show tickets, etc.
 - Handled guest complaints in a professional and efficient manner.

EDUCATION

High School Diploma at Hartford Public High School, Hartford, CT

Sep 2017 - May 2021

I have learned time management, organization, and study skills.

CERTIFICATES

Certified Guest Services Professional (CGSP)

May 2021

Certified Hospitality Customer Service Specialist (CHCSS)

Oct 2019

MEMBERSHIPS

American Hotel & Lodging Association

National Restaurant Association