

# LANNETTE HERRERG

Guest Services Representative

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(340) 977-5106

2126 Main St, Hartford, CT 06120



## PROFILE

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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

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[linkedin.com/in/lannetteherrerg](https://www.linkedin.com/in/lannetteherrerg)

## SKILLS

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Communication

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Customer service

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Interpersonal skills

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Organizational skills

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Problem solving

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Time management

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Computer literacy

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## LANGUAGES

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English

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Italian

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## HOBBIES

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Organizing

Crafting

Reading

## EMPLOYMENT HISTORY

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### ● 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

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

Sep 2017 - May 2021

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

## CERTIFICATES

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### Certified Guest Services Professional (CGSP)

May 2021

### Certified Hospitality Customer Service Specialist (CHCSS)

Oct 2019

## MEMBERSHIPS

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American Hotel & Lodging Association

National Restaurant Association