

Frederick Nice

5665 Best Customer Service Pl.
San Diego, CA 92111
(619) 555-5555
niceguy@gmail.com

SUMMARY OF SKILLS AND QUALIFICATIONS

- Two years providing excellent customer service to customers in the hotel industry.
- Ability to effectively multi-task in areas of office and hotel administration.
- Hotel, Club, Resort and Convention Management coursework at Mesa College to build leadership skills in related areas.

EDUCATION

Associate in Science Degree, Hotel Management in Hospitality
San Diego Mesa College, San Diego, CA
Expected Dec. 2007

EMPLOYMENT HISTORY

Front Desk Agent
Hilton Hideaway
Aug. 2006-present
La Jolla, CA

Customer Service

- Assist hotel guests with travel and lodging needs.
- Access computer-based guestbook and documented guest requests.
- Resolve complaints of lodging guests.
- Maintain excellent rapport with guests, co-workers and hotel associates.
- Participate in company sponsored volunteer activities.

Office Coordinator, Beach Services
Sam's Beach & Tennis Club
Apr. 2005-Aug. 2006
San Diego, CA

Administration and Leadership

- Assigned daily job duties and requirements for 40 summer and 20 winter beach services staff members.
- Refined and strategized employee positions to improve customer service.

Customer Service

- Provided service and assistance to club members and hotel guests.
- Coordinated services provided by beach crew members with catering, club dining, kid's camp, laundry services and the concierge.

HONORS AND AWARDS

Eagle Scout Award, Boy Scouts of America
Employee of the Month, Hilton Hideaway
June 1999
Jan. 2007