

Frederick Nice

5665 Best Customer Service Pl.
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SUMMARY OF SKILLS AND QUALIFICATIONS

- Two years providing excellent customer service to clients 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 Expected Dec. 2015
San Diego Mesa College, San Diego, CA

EMPLOYMENT HISTORY

Front Desk Agent Aug. 2011-present
Hilton Hideaway La Jolla, CA

Customer Service

- Assist hotel guests with travel and lodging needs.
- Access computer-based guestbook and document 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 Apr. 2009-Aug. 2011
Sam’s Beach & Tennis Club 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

Employee of the Month, Hilton Hideaway Jan. 2012
Eagle Scout Award, Boy Scouts of America June 2004