

Frona Stephano

Bell Attendant

Profile

Employment History

Education

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Details

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(777) 400-4423

123 Maple Street, Boston, MA 02130

Dedicated Bell Attendant with 1-year experience providing exceptional guest service at a luxury hotel. Proficient in assisting with luggage handling, room orientation, and timely valet services. Demonstrated ability to anticipate guest needs and resolve issues promptly. Strong communication skills and commitment to maintaining a high level of professionalism and hospitality.

Bell Attendant at Boston Harbor Hotel, MA

May 2023 - Present

- Successfully managed the luggage of over 500 guests per week, ensuring timely delivery and collection with a 98% customer satisfaction rating.
- Streamlined the bell service process, reducing average guest wait time by 40% and increasing overall efficiency.
- Implemented a new system for tracking and organizing guest belongings, resulting in a 90% reduction in misplaced items and increased guest trust in the hotel's services.

Bell Attendant Trainee at The Ritz-Carlton, Boston, MA

Jul 2022 - Apr 2023

- Successfully assisted an average of 50 guests per day with luggage handling, transportation arrangements, and room orientation, resulting in a 10% increase in positive guest feedback and satisfaction scores.
- Streamlined the bell attendant team's communication process by implementing a digital tracking system for guest requests, reducing response time by 15% and increasing overall efficiency.
- Recognized for outstanding guest service and received the "Employee of the Month" award in June 2022, after receiving multiple commendations from guests and management for going above and beyond in fulfilling guest needs.

Diploma in Hospitality and Customer Service at Boston College School of Hospitality and Customer Service, MA

Sep 2017 - May 2022

Relevant Coursework: Hospitality Management, Customer Service Excellence, Food and Beverage Operations, Front Office Management, Housekeeping and Facilities Management, Event Planning, Marketing and Sales, and Business Communication.

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