

Felecia Siniard

Bellhop

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☎ (806) 844-1326

📍 123 Maple Street, Omaha, NE
68104

Education

Certificate in Hospitality and Customer Service at University of Nebraska-Lincoln, NE

Sep 2018 - May 2022

Relevant Coursework:
Hospitality Management,
Customer Service Excellence,
Food and Beverage Operations,
Front Office Operations, Event
Planning, and Housekeeping
Management.

Links

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

Skills

Luggage Handling

Customer Service

Time Management

Communication Proficiency

Problem Solving

Multitasking Abilities

Basic Computer Skills

Languages

English

Urdu

Hobbies

Profile

Energetic and customer-oriented Bellhop with 1 year of experience in providing exceptional guest services in fast-paced hospitality environments. Adept at handling luggage and guest requests, assisting with concierge services, and maintaining a professional demeanor at all times. Committed to ensuring a seamless and memorable experience for guests while contributing to the success of the establishment.

Employment History

Bellhop at Bellhop Moving, NE

May 2023 - Present

- Successfully completed over 150 moves for clients within one year, resulting in a 98% customer satisfaction rating and numerous positive reviews for Bellhop Moving, NE.
- Streamlined the packing and unpacking process for customers, reducing average move time by 20% and increasing overall efficiency for the team.
- Trained and mentored five new bellhops, helping them to quickly adapt to company procedures and improve their performance, contributing to a 15% increase in team productivity.

Bellhop Trainee at Two Men and a Truck, NE

Aug 2022 - Apr 2023

- Successfully completed training program and became a certified Bellhop, achieving a 95% score on the final assessment, which was the highest among all trainees in the NE location.
- Consistently maintained a customer satisfaction rating of 98% over a period of six months, resulting in positive feedback from clients and recognition from management for exceptional service.
- Assisted in training and mentoring three new Bellhop Trainees, who all went on to pass their assessments with scores above 90%, improving the overall efficiency and performance of the team.

Certificates

Certified Moving Consultant (CMC)

Dec 2021

Certified Office and Industrial Mover (COIM)

Aug 2020

Memberships

American Moving and Storage Association (AMSA)

Better Business Bureau (BBB)