

# Babara Peals

Guest Services Manager

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📍 123 Maple Street, Missoula, MT 59802

## EDUCATION

### Bachelor of Science in Hospitality Management at Montana State University, Bozeman, MT

Aug 2017 - May 2021

Relevant Coursework: Hospitality Operations, Financial Management, Strategic Planning, Human Resources, Marketing, Event Management, Customer Service, Facilities Management, Food and Beverage Management, and Tourism.

## LINKS

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

## SKILLS

Communication

Problem-solving

Time-management

Empathy

Multitasking

Adaptability

Conflict-resolution

## LANGUAGES

English

Hindi

## HOBBIES

1. Photography

## PROFILE

Dedicated Guest Services Manager with 2 years of experience in delivering exceptional customer service and managing front office operations. Proficient in leading teams, driving guest satisfaction, and implementing strategies to improve efficiency and revenue generation. Skilled in leveraging interpersonal and problem-solving abilities to foster positive guest experiences and maintain high-quality standards.

## EMPLOYMENT HISTORY

### ● Guest Services Manager at Montana Guest Services Inc., MT

Mar 2023 - Present

- Successfully increased guest satisfaction scores by 25% within the first year of management by implementing targeted staff training programs and improving communication between departments at Montana Guest Services Inc., MT.
- Streamlined the check-in and check-out process, reducing average waiting time for guests by 40% through the introduction of a new software system and efficient staff allocation.
- Boosted revenue by 20% in the first two years by upselling premium services and amenities, as well as introducing attractive seasonal packages catered to the diverse clientele of Montana Guest Services Inc., MT.
- Reduced employee turnover by 30% within 18 months by creating a positive work environment, offering competitive salaries, and providing opportunities for professional growth and development.

### ● Assistant Guest Services Manager at The Ranch at Rock Creek, MT

Sep 2021 - Feb 2023

- Implemented a new guest check-in system, reducing wait times by 30% and increasing overall guest satisfaction rates by 15%.
- Streamlined communication processes between the front desk, housekeeping, and maintenance departments, resulting in a 25% reduction in guest complaints and a 20% increase in problem resolution efficiency.
- Successfully trained and mentored a team of 10 guest services associates, achieving a 90% employee retention rate and improving staff performance evaluations by an average of 10%.

## CERTIFICATES

### Certified Guest Service Professional (CGSP)

Sep 2021

### Certified Hotel Administrator (CHA)

Jan 2020

## MEMBERSHIPS

International Association of Hospitality Professionals (IAHP)