

# Arissa Paluch

## Hospitality Associate

Dedicated Hospitality Associate with 1 year of experience providing exceptional customer service in fast-paced environments. Skilled in guest relations, problem-solving, and efficient operations management. Demonstrates a strong commitment to customer satisfaction and the ability to effectively handle diverse tasks. Eager to contribute to a dynamic team and further enhance guest experiences.

[arissa.paluch@gmail.com](mailto:arissa.paluch@gmail.com)

(746) 210-0388

123 Main St, Cheyenne, WY  
82001

**Education**

**Associate of Applied  
Science in Hospitality  
Management at Laramie  
County Community College,  
Cheyenne, WY**

Aug 2018 - May 2022

Relevant Coursework:  
Hospitality Operations, Food  
and Beverage Management,  
Front Office Procedures,  
Event Planning, Marketing,  
Customer Service, Financial  
Accounting, and Human  
Resources Management.

**Links**

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

**Skills**

Multilingualism

Time-management

Conflict-resolution

Customer-service

Upselling

Teamwork

Adaptability

## Employment History

### Hospitality Associate at Wyoming Inn of Jackson Hole, WY

May 2023 - Present

- Successfully increased overall guest satisfaction ratings by 20% within the first year, through implementing new customer service initiatives and improving staff training at Wyoming Inn of Jackson Hole, WY.
- Boosted hotel occupancy rates by 15% in the winter season, by developing targeted marketing campaigns and forging partnerships with local businesses and tourist attractions.
- Decreased customer complaints by 25% in one year, by closely monitoring and addressing guest feedback and improving communication between departments.
- Enhanced revenue by 10% within six months, by upselling premium rooms and additional services, and collaborating with the sales team to attract group bookings and events.

### Junior Hospitality Associate at Snow King Resort, WY

Jul 2022 - Mar 2023

- Successfully managed and coordinated 15+ events at Snow King Resort, WY, resulting in a 20% increase in overall customer satisfaction and positive feedback.
- Streamlined the check-in process for hotel guests by implementing a new system, reducing wait times by 30% and increasing the overall efficiency of the front desk operations.
- Assisted in boosting room occupancy rates by 10% through targeted marketing campaigns and exceptional customer service, contributing to a significant increase in annual revenue.
- Trained and mentored 5 new team members, ensuring they were well-equipped to provide the highest level of service, resulting in a 15% improvement in staff performance and productivity.

## Certificates

### Certified Hospitality Associate (CHA)

Dec 2021

### Certified Guest Service Professional (CGSP)

May 2020