

Marithza Krzyzewski

Reservationist

Profile

Employment History

Details

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(702) 456-5916

123 Pine Tree Lane, Portland, ME 04101

Detail-oriented Reservationist with 1 year of experience in the hospitality industry. Proficient in managing booking platforms, handling customer inquiries, and maintaining relationships with clients to ensure a seamless reservation process. Strong communication and organizational skills contribute to efficient operations and exceptional guest experiences. Committed to providing top-notch service and enhancing customer satisfaction.

Reservation Specialist at Maine Foodie Tours, ME

Feb 2023 - Present

- Successfully increased tour bookings by 25% within the first year of employment by implementing targeted marketing strategies and optimizing the reservation process for guests.
- Streamlined the reservation system by introducing an automated booking platform, resulting in a 40% reduction in time spent on administrative tasks and a 15% increase in overall efficiency.
- Consistently maintained a 95% guest satisfaction rate by providing exceptional customer service, promptly addressing concerns, and customizing tour experiences to meet individual preferences.
- Played a key role in expanding the company's offerings, contributing to a 30% growth in revenue by researching and establishing partnerships with 10 new local food establishments, enhancing the variety and appeal of the culinary tours.

Reservation Agent at Fisherman's Wharf Inn, ME

Sep 2022 - Dec 2022

- Successfully increased room occupancy rate by 15% within the first six months of employment by implementing new promotional strategies and providing exceptional customer service to guests.
 - Streamlined the reservation process, reducing average call time by 25% and increasing overall customer satisfaction, by implementing an efficient system for tracking and managing bookings.
 - Consistently met and exceeded monthly sales targets by upselling additional services and amenities, resulting in a 20% increase in revenue from add-on sales during the peak season.
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Education

Associate of Applied Science in Hospitality Management at Southern Maine Community College, South Portland, ME

Sep 2017 - May 2022

Relevant Coursework: Hospitality Operations Management, Food and Beverage Management, Event Planning, Customer Service, Marketing and