

Carly Dower

11 Bellevue Pl, London, E1 4UG | (020) 7791 3107 | C.Dower@yahoo.co.uk

PROFILE

Happy and enthusiastic guest services representative in the hospitality industry. Caring for patrons, assuring a great experience for guests is hugely important to me and vital for business success. Highly trained in conflict resolution; able to dispel conflict with a smile and an accommodating attitude.

KEY SKILLS

This section is the critical part of a skills CV, highlighting your transferable skills. You should back up each point with evidence or examples where possible. Consider grouping similar points under a heading reflecting the skill, for example: Leadership, Communication, Project Management.

- Strong managerial skills; decisive, eloquent and direct, compassionate, and dedicated to hospitality and guest comfort.
- Experience in task delegation; know who you work with and what their strengths are to maximize gains from employees.

KEY ACHIEVEMENTS

Your achievements need to reinforce your transferable skills or provide evidence of the skills the employer is looking for. Use statistics or facts where possible. Consider incorporating your achievements with your key skills in one section by listing relevant achievements under the skill.

WORK EXPERIENCE

As this is a 'skills based CV' the bulk of the content should be under the skills and achievements section. Consider this section as a summary of your past roles and responsibilities. It's important to focus on your experience, and responsibilities relevant to the role you are applying for.

Customer Service Representative | Britannia International Hotel

Sep 2009 to Feb 2012

Customer Service Representative

- Responsible for guest services including information services, concierge services, conference management, and hosting.
- Organization of conference groups and workshops for up to 400 guests and 20 guest lecturers.

EDUCATION & QUALIFICATIONS

Depending on the amount of relevant work experience you have, and the relevance of your education and qualifications, you may wish to move this section above your work experience.

London school of Hospitality and Tourism - International Hotel Management Hotel Accommodation Management

2009

ADDITIONAL INFORMATION

Use this section to highlight any additional information relevant to the role you are applying for.

Languages: Fluent in Spanish

INTERESTS

Where possible try to demonstrate a passion for, or active interest in, the field you are applying for.

REFERENCES

Shelly Jenkin | Hotel Manager for Britannia International Hotel