

Guest Services Coordinator Cover Letter

843 Esmeralda Inlet Fisherstad, AZ 43338-4500

Dear Frankie Langworth,

Please consider me for the guest services coordinator opportunity. I am including my resume that lists my qualifications and experience.

In the previous role, I was responsible for direction and leadership to ensure office activities comply with policies and procedures.

Please consider my qualifications and experience:

- Experience in using Procurement, Finance application packages desirable
- Commitment to team culture and approach to service delivery
- Creative thinker able to develop new ideas and solutions to customer problems
- Provide a high level of service to all guests, specifically VIPs and Loyalty Rewards members
- Find creative and sophisticated ways to surprise and delight guests anticipating guests' needs
- Assist the Front Office and VIP team in identifying VIPs, proactively contacting guests to enhance their stay, meeting & greeting VIPs, arranging for special amenities, and fulfilling special service touches
- Monitor multiple systems to respond to guest requests and ensure fulfillment
- Respond to all guests' requests, problems, complaints presented at the Front Desk or through reservations, comment cards, letters and/or phone calls, in an attentive, courteous and efficient manner

Thank you in advance for reviewing my candidacy for this position.

Sincerely,

Jordan Kuhic