

# Quincy Lopez

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I am a hospitality receptionist with over six years of experience in high-end hotel and restaurant environments. I excel at creating a warm and efficient welcome for guests, ensuring smooth reservation and check-in processes.

## PROFESSIONAL EXPERIENCE

Receptionist, Grand Hotel, Chicago, IL

October 2021 – Present

- Managed reservations and guest check-ins for a luxury hotel, increasing guest satisfaction by 20%.
- Coordinated with housekeeping and management to ensure a seamless guest experience.

Front Desk Agent, City Dining, Chicago, IL

June 2017 – September 2021

- Assisted in daily operations and inventory management across multiple locations.

## KEY SKILLS

- Guest reception
- Reservation management
- Customer service
- Multitasking

## EDUCATION

- Bachelor of Science in Hospitality Management, University of Illinois, Chicago, IL

May 2017