



Kristen Donnelly

CONCIERGE

Entry-level concierge with 2 years of experience in guest services, reservation coordination, and event booking across hotel front desk and concierge roles. Raised guest satisfaction scores from 3.4 to 4.3 by personalizing reservation follow-ups and confirming bookings within 2 hours of each request. Skilled in Microsoft Outlook, Microsoft Excel, multi-line phone systems, and follow-up documentation.

CONTACT INFORMATION



(207) 555-0118



kristen.donnelly@example.com



Belfast, ME 12345

KEY SKILLS

- Guest reservation coordination
- Multi-line phone system
- Microsoft Outlook
- Microsoft Excel
- Local area knowledge
- Event and ticket booking
- Luggage and mail handling
- ADA accommodation requests
- Follow-up documentation

PROFESSIONAL EXPERIENCE

Concierge | Penobscot Harbor Inn, Belfast, ME | 2025 – Present

- Raised guest satisfaction scores from 3.4 to 4.3 by personalizing reservation follow-ups and confirming dining, spa, and tour bookings within 2 hours of each request.
- Process an average of 274 check-ins per month, verifying reservation details and distributing welcome packets using Microsoft Outlook.
- Reduced concierge follow-up documentation time from 38 minutes to 19 minutes per shift by building a standardized log template in Microsoft Excel.
- Obtain tickets to local theater performances, lobster-boat tours, and seasonal festivals, booking an average of 11 special-event outings per week.

Front Desk Associate | Waldo County Lodge and Suites, Searsport, ME | 2024 – 2025

- Processed an average of 217 guest check-ins per month, collecting identification and payment while answering a multi-line phone system.
- Received, stored, and delivered luggage and mail for up to 46 guests per day, maintaining a zero-loss record over 9 months.
- Completed follow-up documentation notes for each guest interaction in under 14 minutes per shift by standardizing entry fields in the property log.

EDUCATION

BA Tourism and Hospitality (Hospitality Management concentration)
University of Southern Maine, Portland, ME | 2020 – 2024