



Consuelo Rocha

Chef Concierge

Les Clefs d'Or USA member with 12 years of experience in guest request management, front-desk operations, and vendor relations across properties ranging from 112 to 287 rooms. Supervises 11 concierge team members across 3 shifts, conducting weekly coaching sessions that cut average request-fulfillment time from 22 minutes to 14 minutes. Skilled in Microsoft Outlook, Microsoft Excel, VIP itinerary coordination, and ADA accommodation procedures.



Traverse City, MI 12345



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KEY SKILLS

- Guest request management
- Team supervision and scheduling
- Microsoft Outlook
- Multi-line phone system
- Microsoft Excel
- VIP itinerary coordination
- ADA accommodation procedures
- Vendor and supplier relations
- Front-desk operations
- Conflict resolution

CERTIFICATIONS

- Les Clefs d'Or USA Membership, Les Clefs d'Or USA, 2021

PROFESSIONAL EXPERIENCE

CHEF CONCIERGE

LEELANAU GRAND HOTEL AND RESORT, TRAVERSE CITY, MI | 2020 – PRESENT

- Handle an average of 63 guest requests daily, covering restaurant reservations, floral deliveries, childcare arrangements, and lost-item replacements for a 287-room property.
- Supervise 11 concierge team members across 3 shifts, conducting weekly coaching sessions that cut average request-fulfillment time from 22 minutes to 14 minutes.
- Manage front-desk operations for 287 rooms, coordinating with housekeeping to confirm room-ready status and reduce lobby hold times by 4 minutes per arrival.
- Oversee front-desk room assignments during sold-out weekends, balancing walk-in accommodations and early arrivals across 287 rooms with zero overbooking incidents over 19 months.
- Coordinate childcare bookings for traveling families, scheduling an average of 9 vetted sitters per week with confirmation calls completed within 45 minutes.

SENIOR CONCIERGE

BOARDMAN RIVER BOUTIQUE SUITES, TRAVERSE CITY, MI | 2017 – 2020

- Processed an average of 47 guest requests per day at a 194-room boutique property, including transportation, dining, and replacement of lost travel items.
- Managed front-desk coverage for 194 rooms during evening shifts, verifying reservations and distributing amenity packages using Microsoft Outlook.
- Trained and supervised 7 concierge associates, standardizing request-logging procedures that reduced duplicate entries from 11 per week to 2.
- Arranged emergency replacement of lost luggage contents for guests, sourcing clothing and toiletries from 8 retail partners within an average of 75 minutes per case.

CONCIERGE

OLD MISSION HARBOR INN, SUTTONS BAY, MI | 2014 – 2017

- Fulfilled an average of 34 guest requests per day at a 112-room lakefront inn, booking tours, securing event tickets, and ordering flowers for special occasions.
- Supported front-desk operations for 112 rooms, processing arrivals and answering a multi-line phone system during peak check-in hours averaging 26 guests per shift.
- Tracked and replaced items lost by travelers, locating belongings or sourcing substitutes within an average of 3 hours per incident across 6 cases per week.

EDUCATION

BA in Hospitality Business

Michigan State University, East Lansing, MI | 2010 – 2014