

Natalie Foster

Concierge

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- Customer-focused hospitality professional with 4+ years of front-line guest service experience in luxury hotel and residential environments, consistently maintaining 4.7/5.0+ guest satisfaction ratings
- Proven ability to handle 60+ diverse guest requests daily while maintaining composure during high-pressure situations and resolving concerns with 93% same-day resolution rate
- Extensive knowledge of Seattle's dining, entertainment, and cultural landscape with established relationships across 40+ local restaurants, venues, and service providers
- Multilingual communicator fluent in English and Spanish with conversational French, skilled at creating personalized experiences for diverse international clientele
- Demonstrated resourcefulness in securing impossible reservations, coordinating last-minute arrangements, and transforming guest challenges into memorable positive experiences

PROFESSIONAL EXPERIENCE

The Emerald Luxury Apartments, Seattle, WA

March 2022 – Present

Guest Services Representative

- Welcome and assist 200+ residents and their guests monthly, maintaining personalized service approach that contributed to 96% resident satisfaction rating and 40% lease renewal increase
- Coordinate package management system handling average of 150 deliveries weekly, implementing tracking protocol that reduced lost packages by 85% and improved resident confidence
- Cultivate relationships with 35+ local service providers including housekeeping, maintenance contractors, pet services, and personal shoppers, negotiating preferred rates that save residents average of 15% on coordinated services
- Resolve resident concerns and maintenance requests with average 4-hour response time, converting 8 formal complaints into positive online reviews through attentive follow-up and creative problem-solving
- Manage building access security protocols and visitor registration system, maintaining zero security incidents over 24-month period while ensuring welcoming atmosphere
- Plan and execute quarterly resident appreciation events for 100+ attendees, coordinating vendors, entertainment, and logistics that strengthened community engagement by 60%

Harbor View Hotel, Seattle, WA

June 2020 – February 2022

Front Desk Agent

- Greeted and checked in average of 75+ guests daily during peak tourist season, providing personalized recommendations for dining, attractions, and transportation that earned mention in 25+ positive TripAdvisor reviews
- Processed guest requests ranging from restaurant reservations to special occasion arrangements, successfully fulfilling 98% of requests within guest timelines including securing sold-out theater tickets and arranging surprise celebrations
- Managed front desk operations during overnight shifts, independently handling guest emergencies, coordinating with maintenance and security, and maintaining calm professional demeanor during system outages and unexpected situations
- Developed comprehensive neighborhood resource guide featuring 50+ restaurants, attractions, and hidden gems across different price points, adopted by entire front desk team and referenced in hotel's guest welcome materials
- Trained 6 new front desk team members on property management system, guest service protocols, and local knowledge, with all trainees achieving full competency within 3 weeks versus previous 5-week average

Nordstrom Downtown Seattle, Seattle, WA

August 2018 – May 2020

Customer Service Associate

- Provided personalized shopping assistance to 40+ customers daily in luxury retail environment, maintaining 4.8/5.0 customer satisfaction score and generating \$180K in annual sales
- Resolved customer concerns and product issues with 95% first-contact resolution rate, de-escalating difficult situations through active listening and creative solution-finding
- Built loyal customer base of 60+ regular clients who specifically requested assistance, remembering preferences and proactively notifying them of new arrivals matching their style
- Coordinated special orders, alterations, and delivery arrangements requiring follow-up with multiple departments, ensuring seamless customer experience from purchase through final delivery

SKILLS

Technical: Opera PMS, Maestro Property Management System, Yardi Residential Platform, Microsoft Office Suite (Word, Excel, Outlook), Social Media Research, Reservation Management Systems, Package Tracking Software

Languages: English (Native), Spanish (Fluent), French (Conversational)

Service Excellence: Guest Relations & Rapport Building, Conflict Resolution & Complaint Management, Anticipatory Service & Needs Assessment, VIP & High-Net-Worth Client Service, Multi-tasking in High-Pressure Environments, Discretion & Confidentiality, Cultural Sensitivity with International Guests, Local Area Expertise & Vendor Relationships, Event Coordination & Logistics, Professional Demeanor & Polished Presentation

EDUCATION

Seattle Central College, Seattle, WA

Graduated: June 2020

Associate Degree in Hospitality Management

GPA: 3.8/4.0

Relevant Coursework: Front Office Operations, Guest Services Management, Hospitality Marketing, Food & Beverage Service

Dean's List: Fall 2019, Spring 2020

PROFESSIONAL DEVELOPMENT

Guest Services Excellence Certificate

2023

American Hotel & Lodging Educational Institute

DELE B2 Spanish Language Certification

2021

Instituto Cervantes

CPR and First Aid Certification

2024

American Red Cross

Current

Luxury Service Standards Training

2022

Online Professional Development

AWARDS & RECOGNITION

Employee of the Quarter (Q3 2023)

2023

The Emerald Luxury Apartments

Selected from 45+ staff members across property management team for consistently exceeding resident service expectations and implementing package tracking system that improved operational efficiency

Guest Service Excellence Recognition

2021

Harbor View Hotel

Recognized for maintaining highest guest satisfaction scores on front desk team over 6-month period and receiving specific positive mentions in 15+ online reviews

Customer Service Award

2019

Nordstrom Downtown Seattle

Honored among top 10% of store associates for exceptional customer feedback scores and demonstrated ability to transform challenging customer situations into positive experiences

Community Service Recognition

2022

Seattle Visitor Center Volunteer Program

Acknowledged for contributing 120+ volunteer hours providing tourist assistance, local recommendations, and directions to visitors from 30+ countries

