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| Michael Johnson |
| SummaryResults-driven Senior Bellhop with over 7 years of experience in luxury hospitality. Expertise in managing guest services, ensuring operational efficiency, and training new staff to deliver top-notch customer experiences.Work Experience**Senior Bellhop Jan 2020 – Present**Luxury Grand Hotel Los Angeles, CA* Supervised a team of 5 bellhops, enhancing service quality and efficiency through targeted training programs.
* Increased guest satisfaction scores by 25% through proactive guest engagement and personalized service.

**Bellhop Supervisor Feb 2015 – Dec 2019**Coastal View Resort Los Angeles, CA* Managed daily operations of the bell staff, ensuring top-level service for high-profile guests.
* Implemented a new luggage handling system that reduced wait times by 30% and improved overall guest experience.

EducationBachelor of Science: Hospitality Management Jan 2014*University of California**Los Angeles, CA*certifications* Certified Hospitality Supervisor – AHLEI – 2016
 | Contact(345) 678-9012michael.johnson@example.comLos Angeles, CA 90001SkillsLeadershipGuest RelationsStaff TrainingOperational ManagementConflict ResolutionLuggage LogisticsEvent CoordinationAttention to Detail |