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| Emily Johnson | | |
| Summary  Motivated and customer-oriented individual seeking an entry-level Concierge position. Eager to leverage strong communication skills and a passion for hospitality to enhance guest experiences in a dynamic environment.  Work Experience  **Front Desk Assistant Jan 2022 – Present**  The Grand Hotel Atlanta, GA   * Assisted guests with check-in and check-out processes, ensuring a smooth and welcoming experience. * Managed guest inquiries, providing information on local attractions and services.   **Intern Jun 2021 – Dec 2021**  City Tours Inc. Atlanta, GA   * Supported tour guides in coordinating city tours for groups of up to 30 guests. * Collected and organized feedback from customers to improve service delivery.   Education Bachelor of Arts: Hospitality Management Jan 2021 *Georgia State University**Atlanta, GA*  references   * Provided upon request | Contact  (123) 456-7890  emily.johnson@example.com  Atlanta, GA 30301  Skills  Customer Service  Communication  Problem-Solving  Time Management  Multitasking  Attention to Detail  Basic Knowledge of Local Attractions  Reservation Systems  Conflict Resolution |