



MICHAEL ANDERSON

RESERVATIONS COORDINATOR

PROFILE

Dynamic Hotel Reservations Executive with extensive experience in optimizing hotel revenue through strategic reservation management. Proven ability to enhance guest experiences by implementing innovative technology solutions and streamlining operational processes. Expertise in staff training and development, fostering a high-performance culture within teams. Skilled in data-driven decision-making, utilizing analytics to forecast trends and maximize occupancy rates.

EXPERIENCE

RESERVATIONS COORDINATOR

Seaside Getaways

2016 - Present

- Coordinated reservations for over 200 rooms daily, maintaining accuracy and efficiency.
- Designed and implemented a new workflow process that reduced booking times.
- Trained new staff on reservation systems and customer service protocols.
- Analyzed guest feedback to identify areas for service enhancement.
- Worked closely with the sales team to optimize group bookings.
- Utilized social media for targeted marketing campaigns, increasing direct bookings.

GUEST SERVICES AGENT

City Center Inn

2014 - 2016

- Provided exceptional service to guests during the reservation process.
- Handled inquiries and resolved issues, achieving a high guest satisfaction rate.
- Implemented a feedback system to gather guest insights for service improvements.
- Collaborated with housekeeping to ensure room readiness for guests.
- Utilized booking software to manage changes and cancellations effectively.
- Supported marketing efforts through customer engagement initiatives.

CONTACT

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SKILLS

- Reservation Systems
- Customer Engagement
- Staff Training
- Process Improvement
- Guest Relations
- Marketing Strategies

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN TOURISM
MANAGEMENT, COMMUNITY COLLEGE
OF MIAMI

ACHIEVEMENTS

- Increased direct bookings by 15% through targeted marketing strategies.
- Recognized for outstanding customer service with a company award.
- Achieved a reduction in booking errors by 40% through training initiatives.