Diego Alvarez

Bell Attendant

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Summary

Bell attendant with 1 year at a 340-room French Quarter hotel, handling luggage, room escorts, package delivery and car arrivals with the valet team. Brings local area knowledge from 2 years as a walking tour guide, recommending food, music and tours to about 40 guests a day. Holds a 4.9 of 5 guest mention score.

Experience

11/2025 - Present
New Orleans, LA

Bell Attendant

Royal Street Grand Hotel

340-room historic hotel in the French Quarter with 2 restaurants and a ballroom.

- Performed luggage handling and room escorts for about **60** arrivals and departures per shift.
- Manage luggage storage and package logs in Opera PMS, with 0 lost bags across 3,000 stored items.
- Improved valet coordination at the curb, keeping car-to-lobby wait under 5 minutes at peak times.
- Completed 25 package delivery and amenity drops a shift within 15 minutes of each request.
- Supported emergency procedures as a floor warden, clearing 3 floors in 2 fire drills.

09/2023 - 10/2025
New Orleans, LA

Walking Tour Guide

Crescent City Stroll Tours

Local walking tour company; part-time.

- Led 2-hour history and food tours for groups of up to 20 visitors, 5 days a week.
- Earned a 4.9 of 5 review average across about 600 online reviews.
- Organized meeting points and timing through teamwork with 3 other guides on festival weekends.

Skills

- Luggage Handling
- Luggage Storage
- Package Delivery
- Valet Coordination
- Local Area Knowledge
- Opera PMS
- Emergency Procedures
- Customer Service
- Communication Skills
- Teamwork

Education

05/2023
New Orleans, LA

High School Diploma

Warren Easton Charter High School

Certificates

08/2023

Licensed Tour Guide

City of New Orleans