

Keisha Monroe

Greeter



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Summary

Friendly and professional Greeter with 3 years of experience creating welcoming first impressions at high-traffic hotel lobbies, retail flagship stores, and family dining chains. Natural communicator who consistently earns top marks in guest feedback for warmth, helpfulness, and making every visitor feel immediately at ease. Committed to setting the positive tone that makes guests eager to return.

Experience



Greeter

Marriott Hotels • Miami, FL

Apr 2022 – Present

- Welcome 600+ arriving and departing guests daily at a 500-room downtown Marriott, providing warm personalized greetings and immediate assistance with luggage, check-in directions, and local recommendations
- Earn consistently top-ranked guest satisfaction scores for lobby arrival experience, averaging 4.9/5.0 on Marriott's internal post-stay survey over 24 consecutive months
- Provide accessible service accommodations for guests with mobility needs, coordinating with bell staff and front desk to ensure seamless experiences for all guests
- Represent the property's first impression during peak periods of 200+ simultaneous check-ins, maintaining composure and warmth under high-volume pressure



Greeter / Host

Texas Roadhouse • Miami, FL

Sep 2020 – Mar 2022

- Greeted and welcomed 300+ guests per shift at a high-volume casual dining steakhouse, immediately logging parties into waitlist system and providing accurate wait time estimates
- Maintained 92% wait time accuracy over 18-month tenure, reducing guest frustration and increasing walk-in conversion rate by 15%
- Coordinated with server section assignments to streamline seating flow and minimize table turn delays

Skills

Warm Guest Welcome

Wayfinding & Directions

High-Volume Traffic Management

Accessible Service

POS & Check-In Systems

Education

Associate of Applied Science

Aug 2018 – May 2022

Miami Dade College

Miami, FL

Hospitality and Tourism

GPA: 3.6/4.0

Certificates

Guest Service Gold Certification

Jun 2022

American Hotel & Lodging Educational Institute

Excellence in guest service and hospitality standards

ServSafe Food Handler Certification

Jan 2021

National Restaurant Association

Food safety and handling procedures