ELENA PETROVA

GUEST RELATIONS MANAGER

CONTACT

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New York, NY

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SKILLS

- Guest Relations
- VIP Services
- Complaint Resolution
- Service Recovery
- Opera PMS
- Luxury Service Standards
- Budget Tracking
- Microsoft Office
- Professionalism
- Organizational Skills

EDUCATION

Bachelor of Science

05/2018

New York University

New York, NY

Hotel and Tourism Management

SUMMARY

Guest relations manager with 8 years in luxury hotels, now leading guest relations at a 310-room Midtown Manhattan hotel where 40% of stays are repeat or VIP guests. Keeps guest profiles in Opera PMS, handles complaint resolution with professionalism and turns unhappy guests into return stays, keeping a 9-person team organized across 3 shifts.

EXPERIENCE

Guest Relations Manager 01/2023 - Present

Madison Park Grand Hotel New York, NY

Luxury hotel with 310 rooms, a members' lounge and a large repeat clientele.

- Manage a guest relations team of **9** that welcomes and tracks 120 VIP and repeat arrivals a week.
- Maintain 6,500 guest profiles in Opera PMS with preferences, allergies and past service issues.
- Resolve escalated complaints within 2 hours, bringing back 72% of complaining guests for another stay.
- Plan amenity and upgrade spending of $15,000 a month, holding it within 3% of budget.

Assistant Guest Relations Manager 03/2020 - 12/2022

Gramercy Row Hotel New York, NY

Boutique hotel with 200 rooms.

- Coordinated VIP services and in-room amenities for about 80 guests a month.
- Wrote about 40 welcome and follow-up letters a week to returning guests.
- Trained 6 agents on luxury service standards and service recovery steps.

Front Desk Agent 06/2018 - 02/2020

West Village Inn New York, NY

Boutique hotel with 90 rooms.

- Processed about 50 check-ins a shift, including payments and folio reviews.
- Documented guest preferences that the hotel used on 300 return stays.
- Achieved a 95% positive rating for desk service in post-stay surveys.