
Natalie Brennan

Guest Services Coordinator

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Summary

Guest services coordinator with 4 years in mountain resort hospitality, now running guest requests, VIP arrivals and service recovery for a 190-room resort and spa. Coordinates the desk, housekeeping and dining teams by radio, email and Opera PMS, and reports feedback in Microsoft Office Suite. Raised the resort's guest satisfaction score from 84 to 91.

Experience

Guest Services Coordinator

Blue Ridge Overlook Resort and Spa — Asheville, NC — 06/2024 - Present

190-room resort with a spa, golf course and wedding venue.

- Coordinate about **150** guest requests a day across front desk, housekeeping, spa and dining.
- Arranged VIP and wedding-party arrivals for 20 groups a month, setting amenities and room notes in Opera PMS.
- Raised the guest satisfaction score from 84 to 91 by answering every negative survey by email within 24 hours.
- Organize weekly desk schedules for 14 agents and run monthly customer service training.
- Compile a monthly guest feedback report in Excel and PowerPoint for the resort manager.

Guest Service Agent

Biltmore Village Lodge — Asheville, NC — 05/2022 - 05/2024

120-room hotel near downtown Asheville.

- Processed about 60 check-ins and check-outs per shift and handled cash and card payments.
 - Recorded guest issues in a shared log that cut repeat complaints by 25% in 6 months.
 - Trained 4 new agents on Opera PMS, phone etiquette and service recovery steps.
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Education

Bachelor of Science

Western Carolina University

Hospitality and Tourism Management

Cullowhee, NC

05/2022

Skills

Guest Requests	—	Service Recovery	—	VIP Arrivals	—	Opera PMS
Microsoft Office Suite	—	Email	—	Excel	—	PowerPoint
Customer Service	—	Team Player				

Certificates

Certified Guest Service Professional (CGSP)

American Hotel and Lodging Educational Institute

10/2024