Mei Chen

Guest Services Supervisor

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SUMMARY

Guest services supervisor with 4 years at Waikiki hotels, now running guest service for a 520-room oceanfront resort. Leads a team of 10 agents and bell staff, handles VIP arrivals and complaints with empathy and service recovery, and uses Excel and Word for shift reports, staff scheduling and guest satisfaction tracking.

EXPERIENCE

Guest Services Supervisor

08/2023 - Present

Kalia Bay Resort — Honolulu, HI

Oceanfront resort with 520 rooms serving leisure travelers from Japan and the mainland.

- Manage **10** guest services agents, bell staff and concierges across morning and evening shifts, 7 days a week.
- Coordinate 40 VIP and group arrivals a week with housekeeping, sales and the front desk.
- Resolve about 25 guest concerns a week, lowering negative arrival comments in surveys by 30%.
- Track guest satisfaction scores in Excel and present weekly action items to the front office manager.

Guest Services Agent

04/2022 - 07/2023

Manoa Garden Hotel — Honolulu, HI

Mid-size hotel with 300 rooms near the beach and convention center.

- Delivered arrival and departure customer service to about 90 guests a shift in Opera PMS.
- Secured 300 tour, luau and dinner reservations a month for guests through local vendors.
- Handled lost-and-found and luggage storage for 150 items a week without a single loss.
- Wrote shift handoff notes in Word so that about 20 open guest requests a day carried over to the next team.

SKILLS

- **Customer Service**
- **Guest Service**
- **Service Recovery**
- **VIP Arrivals**
- **Opera PMS**
- **Excel**
- **Word**
- **Staff Scheduling**
- **Empathy**
- **Leadership**

EDUCATION

Bachelor of Science

University of Hawaii at Manoa

Travel Industry Management

Honolulu, HI

05/2022

CERTIFICATES

Certified Guest Service Professional (CGSP)

American Hotel & Lodging Educational Institute

02/2024