

Connor McAllister

Hotel Doorman

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SUMMARY

Forbes Travel Guide Five-Star-trained hotel doorman with 7 years across The Plaza and St. Regis NYC. Choreographs VIP arrivals and drives bell-desk + valet handoffs at 92% guest-satisfaction scores.

EXPERIENCE

Hotel Doorman 2022 - Present
The St. Regis New York New York, NY

Five-star hotel doorman at the Fifth Avenue flagship.

- Choreographed 380 VIP arrivals annually with zero documented service errors
- Maintained 92% guest-satisfaction score on Forbes Travel Guide mystery audits
- Coordinated bell-desk and valet handoffs for 220 daily check-in events
- Trained 4 new doormen on the St. Regis butler-introduction protocol

Doorman 2018 - 2022
The Plaza Hotel New York, NY

Doorman at the Fairmont-managed Plaza on Central Park South.

- Greeted 280+ daily guests during peak Central Park afternoon traffic
- Logged luggage receipts for 14,000+ check-in events with 100% accuracy
- Coordinated stretch-limo dispatches with the Plaza fleet manager

SKILLS

- Forbes Travel Guide Standards
- VIP Arrival Choreography
- Bell-Desk & Valet Handoff
- Luggage Logging Discipline
- Five-Star Service Vocabulary
- Multilingual Guest Greeting
- Crisis Tact & Composure

CERTIFICATES

Forbes Travel Guide Five-Star Service Certified 2023
Forbes Travel Guide
Active credential.

TIPS Alcohol Service 2022
Health Communications, Inc.
Active credential.

AWARDS

St. Regis Five-Star Service Award 2024
Marriott Luxury Brands
Top doorman across the St. Regis NYC portfolio.

HOBBIES

Heritage timepiece collecting