Tyler Bennett

Vacation Planner

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SUMMARY

Vacation planner with 2 years of phone and online sales for a beach resort group, closing 80 vacation packages a month at a 31% conversion rate. Self-motivated and comfortable working independently from an inbound queue, and builds family, golf and group trips around each guest's dates, party size and budget.

SKILLS

Sales • Vacation Packages • Group Trips • Upselling • Reservation Systems • Inbound Calls
Basic Computer Skills • Customer Service • Self-Motivated

EXPERIENCE

Vacation Planner 08/2024 - Present

Grand Strand Resort Collection Myrtle Beach, SC

Central reservations team for 9 oceanfront resorts and 4 golf courses, taking calls, chats and web leads 7 days a week.

- Convert **80** inbound calls and web leads a month into vacation packages, at a 31% conversion rate.
- Build family, golf and wedding group trips with tee times, dining credits and rental cars in each package.
- Increase average package value from $1,450 to $1,720 through upselling room upgrades on 40% of sales.
- Contact every guest 7 days before arrival to confirm details and add extras, cutting no-shows to 1%.
- Record every call and quote in the reservation systems so any planner can pick up a returning guest.

Guest Services Associate 05/2022 - 07/2024

Carolina Shores Hotel North Myrtle Beach, SC

Seasonal, then year-round guest services at a 200-room beachfront hotel.

- Responded to 100 guest calls a day about reservations, rates and local attractions.
- Organized 12 group check-ins a summer for sports teams and family reunions.
- Generated $18,000 a season in attraction ticket sales through the lobby desk.
- Resolved billing disputes within 1 day, keeping refund requests under 2% of stays.

EDUCATION

Associate in Applied Science 05/2022

Horry-Georgetown Technical College Conway, SC

Hospitality Management

CERTIFICATES

Certified Guest Service Professional (CGSP)

American Hotel & Lodging Educational Institute

2023