Brenda Castillo

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|  | 5931 Rees Road No. 192 Jonesboro, AR 72401     Cell: 870-819-7175  [marisolcastillo1991@gmail.com](mailto:marisolcastillo1991@gmail.com) |

Objective

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|  | Personable individual looking for the position that will challenge and enhance my abilities at a good environment. |

skills and abilites

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|  | * Bilingual fluent in Spanish and English * Great communication and managerial skills * Ability to multitask and prioritize projects. * Demonstrates excellent hospitality and customer service skills |

Experience

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| Aug 2011- Jan 2013 | Front Desk and Audit,  Holiday Inn Express   * Experienced in PBX operations and prompt response to electronic communications * Advanced reservationist in person and via phone. * Ensure guest arrival and departure is effortless & warm. * Organized guest arrival room alignment & key packets. * Assisted guests encountering challenges and followed to resolution. * Performed all night audit reports and post all credit cards. * Assist with the breakfast bar when needed * Experienced in Housekeeping Management and practices |
| Feb 2013- Sept 2013 | Front Desk Manager,  Holiday Inn Express   * Supervise and Trained the Front Desk * Resolving any issues that the guest might encounter * Setting schedules every week * Monitoring all the finances of the front desk as well as helping with accounts payable. * Report daily to the GM of new information |
| Sept 2013- Present | Front Desk,  Fairfield Inn and Suites   * Please Reference Front Desk, Holiday Inn Express, August 2011- January 2013 * Additional Duties Include but are not limited to: * Supervising and inspecting rooms when needed * Assist with our Managers Reception when needed * Assist the GM with daily reports |

Education

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| 2010 | High School Diploma,  Nettleton High School |
| Jun 2013 | Front Office Operation Training,  IHG |
| July 2013 | Promises Kept,  IHG |
| Sept 2013 | Confidence Service,  Marriott |