Brenda Castillo

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|  |  5931 Rees Road No. 192 Jonesboro, AR 72401   Cell: 870-819-7175  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
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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
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| 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
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| 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
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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 |