**Lee Anderson**

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(000) 999-9999, Email

**SUMMARY:** Highly motivated and committed Porter with 6 years’ experience working in different hospitality settings. Highly effective in providing excellent guest services on a night shift. Track record of greeting guests and directing them to their required destination in the hotel, and providing general information of the hotel’s services and events inside the hotel and surrounding areas.

**KEY SKILLS**

• Effective verbal and written communication skills
• Competent at providing exceptional tier-one services in a team environment
• Ability to work on a rotating shift
• Commercial cleaning experience
• Excellent organizational and multitasking skills
• Strong attention to detail

**WORK EXPERIENCE**

**Kimpton Hotels**, Woodridge, NJ | March 2010 – Ptrsent
**Night Porter**

• Greet guests as they enter the hotel
• Provide them with preliminary information regarding hotel services
• Carry guests’ luggage to their assigned rooms
• Perform cleaning and tidying activities as instructed
• Thank guests upon departure
• Call cabs for guests as requested
• Perform bell-person and valet duties when needed

Achievements
• Implemented procedures to ensure proper working order for night porters resulting in exceptional night time guest services
• Named Employee of the Year in 2010 and 2011 following supervisor’s and guests’ feedback

**Hyatt**, Woodridge, NJ | December 2009 – March 2010
**Porter**

• Greeted guests s they arrived and assisted them with luggage
• Answered room service calls when directed to
• Assisted in cleaning hotel areas
• Manned telephone exchange when instructed
• Handled front desk duties as instructed

Achievements
• Formulated and implemented a greeting script for incoming calls thereby adding professionalism to call management procedures
• Offered a permanent night porter job after only three months of working as an intern

**EDUCATION**
GED | Woodridge High School, Woodridge, NJ – 2009