

# Yareli Blas

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I am looking for a long-term career opportunity that enables personal growth through experience in the hospitality industry. A position where I can maximize my education, training experience, program development, guest relation skills and sales and marketing abilities.

My greatest strength is recognition and appreciation for excellent customer service.

Willing to relocate: Anywhere

## Work Experience

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### **Administrative Assistant**

Vistas At Bonita Bay

November 2021 to Present

- Reservations for guest suites & social rooms
- Phone calls with owners and outside vendors
- Filing & tracking payments bills & invoices by vendors
- Writing & sending out checks
- Communicating email notifications to owners of building
- Bookkeeping
- Preparing invoices
- Maintain office equipment and supply

### **Guest Service Agent**

Marriott's Crystal Shores

July 2018 to November 2021

- Check in/Check out
- Checklist to track inventory and coordinate direct billing
- Coordinate emails on early arrivals and owner's celebrations
- Housekeeping
- Settle guest accounts with billing and adjusting any errors
- Follow up with guest on stay and concerns with property

### **Barista, Host, Server/Banquet Set Up**

The Hilton Marco Island Beach Resort & Spa

March 2015 to July 2018

- Greeting and seating guests upon arrival
- Setting up and breaking down of events
- Taking orders / Cahier Duties
- Promoted to Spa and Front Desk

### **Spa Attendant | Front Desk Associate | PBX Operator**

The Hilton Marco Island Beach Resort & Spa

November 2016 to November 2016

- Meet and greet customers, providing a positive and friendly attitude. Check-In customers as they arrive for their schedule appointments. Provide daily maintenance of the Spa's lobby and reception area
- Answer the phone at the front desk to respond to current and prospective guests' needs
- Book reservations for individuals, families and groups as required
- Greet walk-in guests and guests with reservations when they arrive at the front desk
- Schedule special services, such as spa treatments, when guests inquire
- Refer guests to local amenities and venues and communicate guests' requests and complaints to the appropriate department
- Ensure guest satisfaction by performing such duties as attending to their requests and inquiries courteously and efficiently

### **Shift Leader Manager**

Pizza HUT

December 2013 to March 2015

- Leadership
- Opening and closing of the store
- Managing money and bank deposits daily
- Inventory and managing of entire staff

### **Pre-Arrival Specialist**

- Pre-Arrival calls to owners and renters
- Follow up emails to assure communication
- Taking request for villa assignment
- Handle guest complaints prior to arrival
- Concierge Service
- Login contact communications with all incoming arrivals
- Provide support to front desk team/leadership team
- Provide property information with updated protocols and site projects such as any construction

### **Guest Relations/Front Desk Supervisor**

- VIP Reports
- Recognize ownership to site owners at property
- Set up amenities in villas prior to arrival
- Manager on duty to the property
- Tracking guest complaints
- Track inventory for amenities
- Fundraising event coordinator
- Make cards for incoming guest for celebrations or acknowledging status with Marriott Bonvoy/Vacation club
- Follow up on guest satisfaction
- Post cash and drop for any donations of fundraisers
- Following up with owners and guest on any issues during stay
- Service recovery with providing back compensation when needed
- Call and follow up with guest request for amenities/taking payment

## Education

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### **HIGH SCHOOL DIPLOMA**

LELY HIGH SCHOOL

## Skills

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- Fluent English, and Spanish
- Guest Relations Experience
- Banquet Experience
- Administrative Experience
- Office Management