

VERONICA LODGE

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PROFILE

Result-oriented **Hotel and Restaurant Operations Management Student** with specialized managerial and interpersonal skills to lead guest services teams in providing exceptional service delivery. Over 3 years of leadership experience within guest relations, with demonstrated ability to handle guest problems and complaints to build and maintain a loyal customer base.

SUMMARY OF QUALIFICATIONS

- Strong leadership skills to influence, encourage, coach, and build trust among team members for optimal performance and service delivery.
- Excellent organizational skills to manage day-to-day operations, planning and prioritizing tasks to exceed budget and team goals.
- Effective customer relations skills to anticipate, meet and exceed individual expectations through customized services and solutions.
- Flexibility to work varying shifts within a fast-paced, ever-changing environment.
- Comply with organization standards, following health and safety, risk management and office policies and procedures for a safe and accessible workplace.
- Computer proficiency using Microsoft Office (Word, Excel, PowerPoint) for invoicing, reporting and data management.

EDUCATION

Hotel and Restaurant Operations Management Diploma Sept. 2023 – Present
Algonquin College, Ottawa ON

- GPA: 3.6/4.0, Dean's Honour List

High School Diploma Jun. 2021
Woodroffe High School, Ottawa ON

RELATED EXPERIENCE

Guest Service Supervisor Sept. 2022 – Present
Marriott Ottawa, Ottawa ON

- Greet and interact with 30+ guests per shift, answering queries, handling complaints, and directing to local attractions and restaurants for a superior customer experience.
- Coordinate and oversee scheduling for 5+ frontline service staff, assigning and reviewing work and providing coaching and training to improve performance.
- Prepare and review paperwork for closing of each shift, ensuring accuracy and compliance with hotel standards.
- Collaborate and communicate regularly with hotel departments to ensure smooth delivery of guest services.

Resort Hotel Media Plan

Sept. 2023 – Dec. 2023

Algonquin College, Ottawa ON

- Created a marketing plan with a variety of media including print, broadcast, mail, email, and social media, adapting advertising tactics for each media type.
- Outlined common pricing strategies and techniques for 3 segment consumer markets to support sales and budget goals.
- Developed, executed, and analyzed a social media strategy to understand impact.
- Improved persuasive communication and sales skills by learning how to determine consumer needs, identify and sell unique benefits and overcome objectives.

Guest Services Agent

Aug. 2021 – Sept. 2022

Ottawa Embassy Hotel & Suites, Ottawa ON

- Welcomed guests with a friendly and positive demeanor and provided assistance, information, or resources to ensure a comfortable and safe visit.
- Stayed up to date on local events and attractions to refer guests seamlessly.
- Took reservations, responded to telephone inquiries, and resolved problems to ensure customer satisfaction.
- Handled cash and credit payments, explaining, and posting room charges and other fees accurately to guests.

OTHER EXPERIENCE

Warehouse Associate

Jul. 2020 – Jul. 2021

Amazon Warehouse, Ottawa ON

- Collaborated within a team of 10 to organize incoming and outgoing inventory items according to space and category.
- Followed health and safety protocols and warehouse procedures to maintain a safe and clean environment for staff.
- Managed time to process a high volume of deliveries with accuracy and efficiency.

VOLUNTEER EXPERIENCE

AC Day 1 Volunteer

Jan. 2024

Algonquin College, Ottawa ON

- Interacted with 100+ new students starting their first day on campus, providing information, directions, and resources to support their success.
- Supported various activities throughout the day, problem-solving any issues that arose to provide positive and engaging experiences for each student.

CERTIFICATIONS & TRAINING

WHMIS

Dec. 2023

Algonquin College, Ottawa ON

Customer Service Foundations Course

Nov. 2023

LinkedIn Learning, Online