

BELEN FLORES

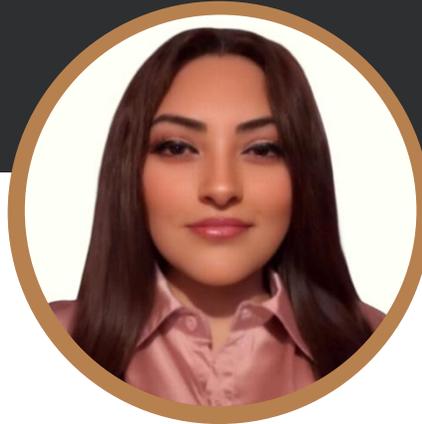
GUEST SERVICES SPECIALIST | TOURISM AND HOSPITALITY EXPERT | CUSTOMER EXPERIENCE PROFESSIONAL

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Mexico City, Mexico

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Belen Flores



PROFILE

Hospitality professional with expertise in customer service, guest relations, and operations management. Skilled in resolving issues and ensuring exceptional guest experiences. Fluent in English and Spanish.

SKILLS

Customer Service Excellence	██████████
Problem Resolution	██████████
Guest Relations	██████████
Team Collaboration	██████████
Multitasking	██████████
Adaptability	██████████
Attention to Detail	██████████

LANGUAGES

Spanish – Native
English – Fluent

EDUCATION

BACHELOR OF TOURISM

Tourism University – Mexico | 2004 – 2008

SEMINARY TITLE: PROCEDURES IATA TRAVEL AGENTS AND GLOBAL DISTRIBUTION SYSTEMS

2008 – 2009

TECHNICAL PROFICIENCIES

• Fidelio	██████████
• Sabre Amadeus	██████████
• Opera Global System	██████████
• Knowledge of airfares and IATA travel procedures	██████████

WORK EXPERIENCE

GUEST SERVICES OFFICER

Royal Caribbean International – Miami, USA
August 2019 – May 2024

- Ownership of guest concerns, ensuring exceptional customer service at the front desk.
- Management of cash transactions and global currency exchanges.
- Assistance with guest account services, including billing inquiries.
- Guidance on immigration and customs procedures for guests.
- Resolution of guest complaints throughout their journey.

Suite Concierge (Trainee)

Royal Caribbean International – Miami, USA
June 2023 – September 2023

- Escort the top suite guest from the terminal to the suite or the suite lounge.
- Support Guest Services with the suite guest enquires
- Sent emails previous to the voyage to the suite guest in order to anticipate their needs.

- Provide customer service during the happy hours at the Suite lounge every day.
- Take care about the suite lounge and in charge of the coffee machine at the lounge
- Sent invitations to the suite guest for the Crown and Anchor events in the Royal Lounge.
- Handled all the issues at the Suite lounge. Resolution at the spot.
- Assist the suite guest with the restaurant and show bookings.
- Courtesy calls twice during the length of the voyage.
- Provide assistant with the boarding passes printed and internet assistance.
- Escort the top suite guest to the terminal at disembarkation day.

PUBLIC RELATIONS CONCIERGE

Moon Palace Golf and Spa – Quintana Roo, Mexico

November 2017 – August 2018

- Handling of complaints and mediation of guest disputes.
- Provided a compensation to the guest if its needed.
- Assist the guest with booking restaurants, shows and events outside the resort as well as transportation.
- Provision of personal assistance, medical attention, and emotional support to guests inside and outside the Hotel.
- Assistance with the check in for the flight tickets.

JUNIOR ASSISTANT PURSER

Princess Cruises – California, USA

November 2014 – August 2017

- Delivery of customer service exceeding hotel policy standards.
- Creation of a welcoming and positive first impression for passengers.
- Maintenance of daily cash float accuracy.
- Management of passenger issues and resolution during cruises.

Shore Excursion Staff

Princess Cruises – California, USA

December 2013 – October 2014

- Assistance with shore excursion sales and guest inquiries.
- Resolution of guest concerns related to shore tours.
- Coordination and dispatching of shore excursions.

FRONT DESK AGENT

Casa Inn Hotel – Mexico City, Mexico

September 2010 – January 2011

- Management of guest check-ins, check-outs, and account reconciliation.
- Resolution of guest inquiries and complaints promptly.

AIR TRAFFIC AGENT

Interjet Airline – Mexico City, Mexico

December 2009 – March 2010

- Verification of flight schedules, arrivals, and departures.
- Issuance of boarding passes and dissemination of flight information.