

Isabella Moretti

Guest Relations Executive | VIP Services, Concierge & Service Recovery

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SUMMARY

Guest Relations Executive with 3.5 years of experience in luxury hotel and resort settings. Served 15,000+ guests, resolved 98% of complaints on first contact, and lifted VIP repeat bookings by 18%. Skilled in VIP management, concierge services, service recovery, and multilingual guest communication.

SKILLS

Guest Services

VIP & Loyalty Guest Management Concierge Services Service Recovery Complaint Resolution
Special Requests Arrivals & Departures Event & Reservation Coordination

Systems

Opera PMS Salesforce Medallia Microsoft 365 Guest Preference Databases

Languages & Skills

English (Native) Italian (Fluent) Spanish (Conversational) Cultural Awareness Upselling

EXPERIENCE

Guest Relations Executive

Jun 2023 – Present

Aurelia Grand Resort & Casino — Las Vegas, NV

- Welcome and assist 150+ guests daily, including VIP, loyalty, and group arrivals at a 1,200-room luxury resort.
- Resolved 98% of guest complaints on first contact, helping raise the property’s review score from 4.3 to 4.6.
- Increased VIP repeat bookings by 18% through personalized arrival amenities and preference tracking.
- Arranged dining, shows, transportation, and special occasions for 4,000+ guests; generated \$85K in package upsells.
- Train 12 new associates on service standards and the guest recovery framework.

Concierge / Front Desk Agent

Jul 2022 – May 2023

Skyline Boutique Hotel — Las Vegas, NV

- Handled check-in and check-out for 100+ guests per shift with a 99% accuracy rate.
- Booked tours, reservations, and transportation, earning 40+ positive guest mentions online.
- Resolved billing discrepancies, saving an average of 20 minutes per case.

HIGHLIGHTS

Guest Experience Star Award 2024; named in 35+ TripAdvisor reviews; trilingual communication with international guests.

EDUCATION

Bachelor of Science in Hospitality & Tourism Management

University of Nevada, Las Vegas — Las Vegas, NV
2022 | GPA 3.6

CERTIFICATIONS

- Certified Guest Service Professional (CGSP) — AHLEI
- Les Clefs d’Or Concierge Training — in progress
- CPR / First Aid