Anselma Vredenburgh

Hotel Concierge

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LANGUAGES AND MEMBERSHIPS

English (native), Spanish (fluent), Portuguese (conversational)

Les Clefs d'Or USA, candidate member, 2025

SUMMARY

Hotel concierge with 6 years at a 320-room luxury hotel and a 90-room boutique property, handling about 60 guest requests a shift. Keep relationships with 45 restaurants, tour operators and car services, secure hard-to-get reservations and solve travel problems fast. Speak English and Spanish, and hold the highest guest satisfaction score on the desk for 2 straight years.

EXPERIENCE

Lead Concierge — Biscayne Grand Hotel

Miami, FL · May 2022 – Present

- Handle about 60 guest requests a shift at a 320-room luxury hotel, from dinner bookings to private boat charters.
- Built relationships with 45 restaurants, tour operators and car services, securing same-day tables for about 85% of requests.
- Raised the desk's guest satisfaction score from 4.5 to 4.8 out of 5 over 18 months by adding follow-up calls after bookings.
- Plan about 12 full itineraries a month for VIP and suite guests, including transfers, dining and private tours.
- Trained 4 new concierges on the booking log, vendor list and guest preference notes in the PMS.

Concierge — Palmetto House Boutique Hotel

Miami Beach, FL · Jan 2020 – Apr 2022

- Served about 180 guests a day at a 90-room boutique hotel, combining concierge and front desk duties.
- Resolved about 15 travel problems a week, such as lost luggage and missed flights, with written follow-up for every case.
- Earned 23 named mentions in online reviews in 1 year for local tips and quick problem solving.

SKILLS

Guest Services: Reservations, itineraries, VIP arrivals, special occasions, complaint recovery

Local Knowledge: Restaurants, nightlife, tours, events, transport, medical and emergency contacts

Partner Network: Restaurant partners, car services, tour operators, florists, ticket brokers

Systems: Opera PMS, ALICE, OpenTable, Resy, Microsoft Office

EDUCATION

Bachelor of Science, Hospitality Management, Florida International University, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.