

Tara Phillips

Personal Concierge

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WORK EXPERIENCE

Personal Concierge

Virgin Holidays Inc - Las Vegas, NV - May 2013 to December 2013

Primary sales reaching UK customers within the Virgin Holidays Concierge brand, and subsidiary of Virgin Atlantic airlines. Customers contacted from the local Las Vegas office by phone and email sales.

Improved customer service ratings by introducing customers to the company brand, ways to benefit from using the Concierge services and by connecting their interests to Las Vegas sightseeing and shows. Also, delivered tickets to guest's hotel and ensured guest would pick up their tickets.

Promoted brand loyalty through my own research, experiences, and visual aids as well as the support of my team members.

Closing sales with a credit card over the phone adhering to company's privacy policies.

Customer Service / Cashier

Walgreens - Denver, CO - August 2010 to August 2012

and Las Vegas, NV

Performed duties of stocking, cashiering, labeling proper displays with correct tagging, cleaning, photo booth, and customer service.

Answered product questions with up-to-date knowledge of sales and store. Recommended, selected and helped locate and obtain out-of-stock product.

Communicator between customers, management and sales team to explain issues positive or negative about store's policies, product placement, inventory issues, and customer feedback.

Organized store merchandise racks by size, style and color to promote visually appealing product displays.

Concierge

Vegas.com - Las Vegas, NV - February 2008 to September 2008

Las Vegas, NV

Outgoing personality with a genuine desire to help guests while expressing my knowledge of Las Vegas shows and excursions to Grand Canyon to create a positive experience throughout their stay.

Reached high sales goals by interacting with customers face to face and achieving their vacation desires.

Forward-thinking to manage customer's issues and proactive to follow-through.

Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers.

Experience in cash handling and credit cards

PBX, Reservations, and Concierge

Desert Rose Resort - Las Vegas, NV - February 2006 to February 2008

Las Vegas, Nevada

Began career starting at the Front Desk relating to guests needs while processing check ins and checkouts. With interest to learn all department areas of the Front Office. such as PBX, Reservations, and Concierge.

Operate the Front Desk of the Hotel with duties of Guest Service, problem-solving, data-entry, selling and booking guest reservations, accuracy in conveying information, and monitor that the Hotel's rates are competitive.

Experience with any kind of 2-way reservation system (or computerized retail payment system - POS).

EDUCATION

Associate

Community College of Southern Nevada

2004

SKILLS

Graphics Design, Internet, Computers, Customer Service, Leadership, Hotel - Front Office, Office Administration, Clerical, Word Processing, Interpersonal, Communication in English and Hebrew, Receptionist, Research, Errands, Website Creation, Social Media Marketing

GROUPS

Las Vegas Improvisation Group

August 2013 to Present

This is a way to gain skills in person to person relations through comedy. It creates an environment of security, hopefulness, and dedication to the task, yourself, and commitment to your fellow players. Improv workshops have expanded my creativity for sales pitches, and public speaking abilities in the workplace.

ADDITIONAL INFORMATION

Please no solicitors. Only relevant and legitimate job offers will be honored.

Violators will be shut down by your Internet Provider and a formal complaint will be submitted at the Better Business Bureau.