

Isabella Rossi Hospitality & Guest Experience Manager		
✉ isabella.rossi@example.com	☎ +1 (202) 555-0124	
📍 Milan, Italy	🌐 isabellarossi.example.com	

SUMMARY
Hospitality & Guest Experience Manager with eight years of experience in hospitality and guest experience. Combines thoughtful problem solving with hands-on delivery, clear communication and a strong focus on measurable outcomes. Trusted partner to multidisciplinary teams, with a track record of turning complex challenges into practical improvements for customers and colleagues.

EXPERIENCE
Casa Aurelia Hotels Hospitality & Guest Experience Manager - Led front office and guest relations for a 126-room boutique hotel with a team of 24 colleagues. - Raised guest satisfaction from 88% to 95% through service coaching and a structured feedback response process. - Built local partnerships and personalised stay experiences that increased ancillary revenue by 18%. Milan, Italy 2022 – Present
The Linden Collection Hospitality & Guest Experience Coordinator - Managed daily guest operations and supported opening preparations for two city-centre hotel properties. - Introduced service standards and cross-training that improved consistency during peak occupancy periods. - Coordinated reservations, housekeeping and food service teams to resolve issues quickly and discreetly. Milan, Italy 2019 – 2022

PROJECTS
Neighbourhood Guest Guide Created a curated local experience programme with independent restaurants, galleries and guides. The programme strengthened community partnerships and repeat bookings. 2025
Team Knowledge & Practice Library Developed practical templates, examples and onboarding resources for hospitality and guest experience. Shared lessons through monthly peer sessions and made proven approaches easier to reuse. 2024

EDUCATION
University of Surrey International Hospitality Management Focused on applied research, collaborative projects and professional practice. Final project explored evidence-led approaches to hospitality and guest experience. BA 2013 – 2017

SKILLS
Guest experience Service design, Quality assurance, Complaint resolution Operations Revenue coordination, Team scheduling, Vendor partnerships Tools Opera PMS, ReviewPro, Excel

CERTIFICATIONS
Hospitality Revenue Management Certificate Cornell University 2024

LANGUAGES
English Fluent German Conversational