

# Polly Nelson

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With 10 years of working in the Hospitality Industry, I have developed skills in leadership, and communication, and continue to grow as a human through each opportunity. I am dedicated to delivering amazing service to my guests and my co-workers. I believe I have developed great responsibility; I am eager to learn, and it will show everywhere I go and in everything I do. I am always looking for ways to help and improve efficiency wherever I am, and I always do it with a smile.

Authorized to work in the US for any employer

## Work Experience

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### **Lead Front Desk Agent**

Fairfield Inn and Suites Downtown Charlottesville - Charlottesville, VA  
February 2024 to March 2024

As a lead front desk agent, duties include but are not limited to training and reviewing training with new employees, updating outdated files and paperwork (and creating new files and forms for increased productivity), and covering of any shift. Additional responsibilities involve managing the hotels market, by placing orders for the snacks and drinks to ensure the market stays stocked and is priced appropriately, and regularly counting inventory. Further duties involve assisting sales with pre-blocking group rooms and getting their keys ready prior to arrival, and performing all of the front desk responsibilities as well. Tasks also include finding creative ways to encourage high performance scores within the front desk by creating games and ways to reward employees, and by creating events to increase the spirit of the front desk with holiday decorating and celebrating.

### **Front Desk Agent**

Fairfield Inn and Suites - Charlottesville, VA  
September 2023 to February 2024

Assist guests with checking in and out of the property using FOSSE hotel management software. Maintain front desk cleanliness and process of the next shift turnover by completing the shift close when the shift is over. Collecting and dropping any cash income from the Market, and frequently checking the Marriot guest chat for any upcoming, and current guest requests. Place orders for the hotel market, including drinks from Pepsi-Cola and snacks and meals from Vistar.com. Ensure the front desk is operating at successful rates by reorganizing binders for easy paperwork retrieval. Report to the Assistant General Manager as well as the General Manager and assist with any additional projects they have for me.

### **Night Auditor/Front Desk Agent**

Holiday Inn Express and Suites - Ruckersville, VA  
July 2023 to September 2023

Turn the day over while assisted guests with checking and checking out of the property. Run the nightly audit and ensure all paperwork is turned over as well as processing any no shows and same day reservations. Prepare breakfast for the breakfast person on occasion and reported to the front office

manager. Maintained the safety and security of all guests on property by locking the doors at a specific time and ensuring the pool area is closed and secured at night.

### **Front Desk Agent**

La Quinta Inn and Suites Red Rock/Summerlin - Las Vegas, NV  
April 2023 to May 2023

Operate breakfast in the morning, keeping everything clean and stocked and greeting guests who stop by. Work the front desk by checking guests into hotel rooms, making room moves and making adjustments in housekeeping using MOP. Working night audit, process the nightly audit at around 3 am, and handle any no shows while also preparing breakfast for the breakfast monitor in the morning. Delivering great customer service with a smile!

### **On Call Admin Assistant**

Safety Engineering International - Remote  
February 2023 to April 2023

Assist with completion of various project assigned to me, including but not limited to utilizing Monday.com, uploading and sorting documents into various folders and sections of Monday.

### **Front Desk Agent**

The Rio All Suites Hotel and Casino - Las Vegas, NV  
September 2022 to October 2022

Operated Overnight assisting the front desk with checking guests into the property. Utilized LMS to assure room availability and communicated with a lead agent or management with any concerning guests or problems.

### **Front Desk Agent**

Sonesta Select - Las Vegas, NV  
August 2022 to October 2022

As an on-call agent my duties involved working the front desk when called in, checking guests into rooms via Opera Cloud, and assisting guests over the phone and in person. Restocked Sonesta's Market when slow, and assisted the supervisor and managers with various tasks. Worked less than 24 hours a week.

### **Spa Host**

Aliante Hotel and Casino - Las Vegas, NV  
April 2022 to August 2022

As a spa host jobs include checking guests into the spa and setting them up with a locker and robe. Making appointments through the spa's reservation software and responding to spa requests online and through voicemails also play a part during the day. Hourly locker checks ensure the locker rooms are stocked and clean, and am responsible for locking up the spa at closing.

### **Vice President of Social Media & Online Presence**

Collegiate DECA of Grand Canyon University - Remote  
September 2021 to April 2022

Working under the advisement of the chapter advisors and President, social media duties include posting chapter updates on Instagram, Linked In, Facebook, and Discord on a weekly basis to keep members engaged. Maintained communication on the content of the post and event sharing to keep accounts synched and members engaged. Online Presence duties include

creating and managing the chapters Discord server, engaging with new students and working with the chapter advisors to come up with online events and social ideas to increase online student engagement. Overall being the face of the GCU DECA online community and aiding students in their DECA membership registration.

### **Front Desk Associate**

First Service Residential - Las Vegas, NV  
March 2021 to January 2022

Worked under the supervision of the community manager and assistant manager to deliver excellent customer service to residents. Accepted and approved landscaping paperwork, and help residents make changes to their residential profiles. Aided in the reprogramming of resident gate remotes, accepted event sign up payments, and completed nightly batches of the income received during the shift. Depending on the shift would either open or close the clubhouse and ensure its functionality throughout the day by reporting outages and issues to the managers on site.

### **Front Desk Clerk**

Ragged Point Inn & Resort - Ragged Point, CA  
August 2018 to March 2020

Started part time, sometimes would work 40 hours a week covering shifts though. Standard front desk hotel procedures plus would help cover lunch breaks in the mini mart when needed. Also blocked off dates for weddings per the event planner and would set aside specific number of rooms they wedding parties required.

### **Delivery Driver/MOD**

Go Green Care - San Luis Obispo, CA  
November 2017 to February 2019

Assisted with deliveries to patients houses and took on order that were called in while en route to other homes. Worked the desk taking orders as well and acted as manager on duty when the owner was unavailable. Solved disputes between drivers patients and the company and reported any shortages or overages to the owner.

### **Front Desk Agent**

Edgewater Inn and Suites - Pismo Beach, CA  
July 2017 to November 2017

Worked various shifts that required checking guests in and out of the property. Occasionally would help with breakfast and breaking it down after it closed, and reported to the general manager and owners for additional tasks and aid with the hotel cat.

### **Front Desk Agent**

The Landing At Morro Bay - San Luis Obispo, CA  
March 2017 to June 2017

Worked as the morning shift front desk clerk, checking guests out of the hotel and ensuring the coffee station was stocked. Occasionally would check guests in early.

### **Lead Front Desk Agent**

Sands Inn & Suites - San Luis Obispo, CA  
June 2016 to February 2017

Lead front desk duties involved working with the general manager to prepare meeting spaces and group reservations. Communicated directly with group reservation leads to ensure the right rooms and dates were reserved. Trained new employees and aided in current employee retraining. Aided the property owner with additional tasks needed to be completed. As the lead, working the opening, closing and audit shift as needed was a required task. In addition, performing standard hotel front desk procedures was also required, which included checking guests in and out of the hotel, operating the breakfast room during the morning shift, and assisting the managers and owner with additional tasks.

### **Front Desk Agent**

Sands Inn & Suites - San Luis Obispo, CA  
January 2016 to June 2016

Front Desk agent duties included checking in and out guests at the front desk creating reservations online, over the phone, and through third party websites, and operating the breakfast room during the morning shift. Audit shift duties included preparing the breakfast for the morning shift, running the nightly audit every night and preparing the audit pack for the manager, and helping guests during the graveyard shift.

### **Work Gap**

None - San Luis Obispo, CA  
October 2014 to January 2016

Took a break from working to focus on school.

### **Retail Associate**

The TJX Companies, Inc. - San Luis Obispo, CA  
April 2014 to September 2014

Worked sales floor, cleaning aisles, and ensuring merchandise was stocked. Assisted customers with questions and promoted TJX Rewards. Worked the fitting room, sorting through unclaimed clothing to put back on the floor and also worked the backroom where we unloaded shipments and added price tags to merchandise.

### **Plaza Employee**

Ragged Point Inn - Ragged Point, CA  
May 2013 to September 2013

Worked in multiple departments within the plaza at Ragged Point, including the gift shop booth, snack bar, and the coffee house. I also helped the manager at the time establish and set up the new ice cream shop and helped operate it during the day.

### **Kitchen Line Server**

Stenner Glen Student Housing - San Luis Obispo, CA  
January 2013 to May 2013

Worked the serving line, serving food and meals to students who came through for breakfast lunch or dinner. Helped the back kitchen prepare meats and cheese slices with the slicer, and reported to the manager for additional tasks.

## Education

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### **Bachelor of Science in Hospitality Management**

Grand Canyon University - Phoenix, AZ

July 2020 to December 2023

## Skills

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- Hospitality Management
- Customer Satisfaction
- Social Media
- Teamwork
- Communication
- Leadership
- Training
- Problem Solving
- Guest Services
- Night Audit
- Social Media Management
- Cash Handling
- Microsoft Office
- Cashiering
- Hospitality
- Customer service
- Hotel experience
- Salon Software
- Event Planning
- Front Desk
- Communication skills
- Microsoft Excel
- Microsoft Word
- Hotel experience
- Communication skills
- Hospitality
- Guest services
- Supervising experience
- Team management
- Leadership
- Front desk
- Cash handling
- Sales
- Upselling
- Customer service
- Training & development

- Administrative experience
- Management
- Public relations
- Guest relations
- Night audit
- Hotel management
- Computer skills
- Organizational skills
- English

## Links

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<http://lcedholly.com>

## Certifications and Licenses

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### **B.S Hospitality Management**

December 2023 to Present

### **Driver's License**

## Assessments

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### **Customer focus & orientation — Proficient**

March 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Work motivation — Completed**

December 2022

Level of motivation and discipline applied toward work

Full results: [Completed](#)

### **Supervisory skills: Motivating & assessing employees — Proficient**

August 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

### **Sales skills — Proficient**

January 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Customer service — Proficient**

February 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Front desk agent (hotel) — Proficient**

April 2023

Selecting hotel rooms based on requests and identifying errors in hotel data

Full results: [Proficient](#)

### **Attention to detail — Proficient**

March 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

March 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

December 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.