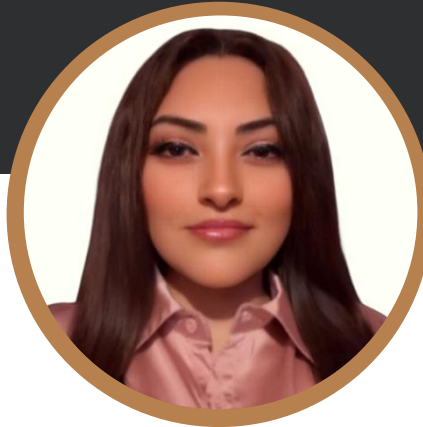


# BELEN FLORES

GUEST SERVICES SPECIALIST | TOURISM AND HOSPITALITY EXPERT | CUSTOMER EXPERIENCE PROFESSIONAL

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Mexico City, Mexico

bereniceflores1502@gmail.com  
Belen Flores



## PROFILE

Hospitality professional with expertise in customer service, guest relations, and operations management. Skilled in resolving issues and ensuring exceptional guest experiences. Fluent in English and Spanish.

## LANGUAGES

Spanish – Native  
English – Fluent

## SKILLS

Customer Service Excellence	<div></div>
Problem Resolution	<div></div>
Guest Relations	<div></div>
Team Collaboration	<div></div>
Multitasking	<div></div>
Adaptability	<div></div>
Attention to Detail	<div></div>

## EDUCATION

### BACHELOR OF TOURISM

Tourism University – Mexico | 2004 – 2008

### SEMINARY TITLE: PROCEDURES IATA TRAVEL AGENTS AND GLOBAL DISTRIBUTION SYSTEMS

2008 – 2009

## TECHNICAL PROFICIENCIES

Fidelio	<div></div>
Sabre Amadeus	<div></div>
Opera Global System	<div></div>
Knowledge of airfares and IATA travel procedures	<div></div>

## WORK EXPERIENCE

### GUEST SERVICES OFFICER

Royal Caribbean International – Miami, USA  
August 2019 – May 2024

- Ownership of guest concerns, ensuring exceptional customer service at the front desk.
- Management of cash transactions and global currency exchanges.
- Assistance with guest account services, including billing inquiries.
- Guidance on immigration and customs procedures for guests.
- Resolution of guest complaints throughout their journey.

### Suite Concierge (Trainee)

Royal Caribbean International – Miami, USA  
June 2023 – September 2023

- Escort the top suite guest from the terminal to the suite or the suite lounge.
- Support Guest Services with the suite guest enquires
- Sent emails previous to the voyage to the suite guest in order to anticipate their needs.

- Provide customer service during the happy hours at the Suite lounge every day.
- Take care about the suite lounge and in charge of the coffee machine at the lounge
- Sent invitations to the suite guest for the Crown and Anchor events in the Royal Lounge.
- Handled all the issues at the Suite lounge. Resolution at the spot.
- Assist the suite guest with the restaurant and show bookings.
- Courtesy calls twice during the length of the voyage.
- Provide assistant with the boarding passes printed and internet assistance.
- Escort the top suite guest to the terminal at disembarkation day.

## **PUBLIC RELATIONS CONCIERGE**

Moon Palace Golf and Spa – Quintana Roo, Mexico

November 2017 – August 2018

- Handling of complaints and mediation of guest disputes.
- Provided a compensation to the guest if its needed.
- Assist the guest with booking restaurants, shows and events outside the resort as well as transportation.
- Provision of personal assistance, medical attention, and emotional support to guests inside and outside the Hotel.
- Assistance with the check in for the flight tickets.

## **JUNIOR ASSISTANT PURSER**

Princess Cruises – California, USA

November 2014 – August 2017

- Delivery of customer service exceeding hotel policy standards.
- Creation of a welcoming and positive first impression for passengers.
- Maintenance of daily cash float accuracy.
- Management of passenger issues and resolution during cruises.

## **Shore Excursion Staff**

Princess Cruises – California, USA

December 2013 – October 2014

- Assistance with shore excursion sales and guest inquiries.
- Resolution of guest concerns related to shore tours.
- Coordination and dispatching of shore excursions.

## **FRONT DESK AGENT**

Casa Inn Hotel – Mexico City, Mexico

September 2010 – January 2011

- Management of guest check-ins, check-outs, and account reconciliation.
- Resolution of guest inquiries and complaints promptly.

## **AIR TRAFFIC AGENT**

Interjet Airline – Mexico City, Mexico

December 2009 – March 2010

- Verification of flight schedules, arrivals, and departures.
- Issuance of boarding passes and dissemination of flight information.