JULIAN MERCER

CONCIERGE

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PROFESSIONAL SUMMARY

Luxury hotel concierge with 5+ years arranging dining, transportation, tickets, and private experiences for leisure and corporate guests. Builds strong local vendor relationships and handles up to 80 guest requests a day with accuracy and discretion. Fluent in Spanish and English.

PROFESSIONAL EXPERIENCE

Concierge Jun 2023 - Present
Fairmont San Francisco, San Francisco, CA

- Handle 60 to 80 guest requests a day in a 606-room hotel, including restaurant reservations, tours, and transportation.
- Booked 1,100+ tables, tickets, and tours in a year through relationships with 40 restaurants, theaters, and tour operators.
- Raised guest satisfaction scores for concierge service from 91% to 95% by following up on every request before arrival and after checkout.
- Arranged VIP and group itineraries for corporate clients, coordinating transport, dining, and special access for parties of up to 30.
- Maintain a local knowledge database of 300 vendors and venues, updated each quarter with pricing and contacts.
- Assist Spanish-speaking guests directly and resolve language barriers for international groups at check-in, reducing the need for outside interpreters.

Guest Services Agent Aug 2021 - May 2023
The Ritz-Carlton, San Francisco, San Francisco, CA

- Welcomed arriving guests, managed luggage and valet requests, and helped book dining and activities for 50+ guests a day.
- Resolved 95% of guest issues at the first contact by empowering staff to offer amenities and room moves.
- Coordinated with housekeeping and engineering on special setups such as anniversary and birthday amenities.
- Trained three new agents on the reservation system and guest recognition notes.

Front Desk Agent Jul 2019 - Jul 2021
Hilton San Francisco Union Square, San Francisco, CA

- Checked in up to 120 guests on a busy shift in a 1,900-room hotel and resolved billing and room issues accurately.
- Upsold room upgrades that generated an average of $1,300 a week in added revenue.
- Supported concierge desk coverage during staff breaks, answering recommendation requests for visitors.

CORE SKILLS

Guest requests and itineraries | Restaurant and event reservations | Local destination knowledge | Vendor relationships | VIP guest service | Discretion and professionalism | Spanish and English fluency | Problem solving under pressure | Property management systems (Opera) | Transportation and tour booking | Corporate and group service | Service recovery

EDUCATION

Bachelor of Science in Hospitality and Tourism Management, San Francisco State University, San Francisco, CA

CERTIFICATIONS

Certified Guest Service Professional (CGSP), AHLEI | CPR and First Aid