

# Samantha Hart

## **Guest Services / Auditor - Charlestowne Hotels**

Hanahan, SC 29410

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843-817-5200

Motivated customer service specialist with over 15 years' experience in fast-paced, team-based environments.

An energetic, flexible and hard-working AP/AR Associate with a demonstrated track record of achievement who consistently exceeds company goals and surpasses client service expectations.

A high-quality customer care provider who focuses on congeniality, patience, and empathy in order to deliver a positive hospitality experience that builds long term value added relationships.

Experienced supervisory team member with exceptional communication skills and a strong background in conflict resolution who is well versed in all phases of recruitment, hiring and "hands on" personnel management in fast paced, deadline-driven environments.

Authorized to work in the US for any employer

## Work Experience

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### **Guest Services / Night Manager / Auditor**

Charlestowne Hotels - Charleston, SC

February 2018 to Present

- Provide a seamless check-in/check-out experience.
- Control inventory items related to the front desk.
- Maintains records, invoices, debits, and credits.
- Balance and audit room revenues.
- Balance and audit food and beverage revenues.
- Cashier's reports, as well as guest and house accounts.
- Run Audit reports for accounting.
- Transmits credit card batches (Dollars on the Net -Shift 4)
- Completes/submit daily management and accounting reports with supporting documents.
- Hotel system liaison
- Book room reservations
- Answer hotel phone calls
- Notify guests of messages/packages received
- Concierge servicers
- Perform various Guest Services functions as required.
- Knowledge of RoomKey PMS Systems

### **Auditor / Night Manager / Front Desk**

O' George - Charleston, SC

April 2017 to October 2017

- Record messages for next shift (7am-3pm) and management, especially guest related issues and early morning call out.

- Communicate with housekeeping and front desk of any no-shows, room moves, early check-outs, etc.
- Balancing of daily postings and revenue in system.
- Timely and accurate preparation and distribution of daily reports by email.
- Expeditious and diplomatic resolution of guest issues.
- Do "bucket check," checking registration cards for any arrivals left with specific instructions etc. and all in-house registration cards to be familiar with who is where.
- Check in any late arrivals: verify card on file if using that one and click check in or add credit card for incidentals if reservation is a third party (Expedia, Orbitz, etc.). Post parking if applicable, get automobile information and signature.
- Run night audit reports.
- Covert files to CVS form then transfer all Excel spreadsheets to Google drive for corporate review once errors have been found, corrected and adjusted.
- Print out registration cards for next day's arrivals. Check to make sure they are correct (taxes, etc)
- Put together the personalized Welcome Folders for incoming guests.

### **Financial Auditor/ A/R / Collection / Claims**

AAA Moving & Storage - Anchorage, AK

December 2015 to October 2017

- Post customer payments by recording cash, checks, and credit card transactions.
- Posts revenues by verifying and entering transactions local deposits.
- Maintains records, invoices, debits, and credits.
- Responsible for reaching out to customers to collect payment for overdue bills, loans, or other payments.
- Manages overdue accounts and examine complex or unusual claims to determine whether they may be covered.
- Authorizing claim payment, setting reserves on payment, ensuring timely disbursement of funds to clients, coordinating or conducting investigations on claims, identifying claims with possible recovery from third parties.
- Examine complex or unusual claims to determine whether they may be covered.
- Coordinate or conduct investigations on claims & authorizing payment.
- Performed standard tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, making deposits, etc.
- Backup A/P when necessary and assist with year-end tasks and vendor management
- Enter journal entries into accounting systems as necessary
- Assist property accountants with bank reconciliations
- Process and post payments, create and deposit bank deposits
- Enter and manage shared expenses
- Assist with month end closing
- Scanning, copying, filing and/or storing accounting related document
- Distribute and handle daily mail, chargebacks, etc.
- Assist the accounting department employees as needed or any other assigned duty deemed necessary by supervisor.

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

The Westmark Hotel

October 2015 to April 2017

- Greet, register, and assign rooms to guests of Westmark.

- Politely assisted customers in person and via telephone.
- Ran computer data reports for POS, PT, Opera, and computer database systems.
- Reviewed accounts and charges with guests during the checkout process.
- Reviewed data for room blockings, check in's & check out's, income, and expenditures.
- Answered inquiries pertaining to hotel services, guest registration, and travel directions, made recommendations regarding shopping, dining and entertainment upon request.
- Record keeping of room availability and guest accounts, manually and/or using computers.
- Prepared, analyzed, and verified annual reports, financial statements, management reports, and other records using accepted accounting and statistical procedures to assess financial condition and facilitate improved hotel availability.
- Posted charges, such those for rooms, food, liquor, or telephone calls, to ledgers manually or via computer.
- Knowledge of use in Opera PMS, Micros, and Protobase Operating system.

A three time rising star in customer service excellence!

### **Assistant Controller**

The Westmark Hotel - Anchorage, AK

July 2015 to April 2017

- Directed the preparation of financial statements, business activity reports, financial position and event forecasts and annual budgets.
- Composed financial reports, performed accounting, billing, collections, payroll and budgeting duties.
- Managed revenue intake (cash and checks), made deposits and reconciled accounts.
- Executed the analysis of monthly financials, AP/ AR.
- Delegated authority for the receipt, disbursement, banking, protection, and custody of funds, securities, and financial instruments.
- Maintained up to date knowledge of organizational policies and procedures, federal and state policies and directives, and current accounting standards.
- Conducted and/or coordinated income audits of company accounts and financial transactions.
- Monitored financial activities and details such as reserve levels and disbursements to ensure that all legal and regulatory requirements were met.
- Computed, withheld, and accounted for all payroll deductions.
- Managed corporate coupons, BEO's, event postings, and invoices.
- Conducted random audits and reconciliation's oversaw financial movements and established control and tracking procedures.

### **Hotel Captain Cook**

Anchorage, AK

April 2015 to October 2015

- Addressed customer inquiries, solved problems, and provided new customers with information.
- Described promotions and accurately explained details of rooms and accommodations
- Maintained communication with Owners, Sales Manager, and Desk Manager on customer service needs in a friendly and helpful manner
- Prepared Newspapers and Folios for rooms.
- Ran rollovers for POS, PT, Maestro, Micros, Protobase, and maintained updates to computer systems.
- Resolved customer inquiries and complaints in a timely and empathetic manner while maintaining a friendly and professional demeanor.

- Completed rotation reports for valet keys, communicated relevant notes and customer instructions to bell captains.
- Prepared, analyzed, and verified annual reports, financial statements, management reports, and other records using accepted accounting and statistical procedures to assess financial conditions and facilitate improved hotel availability.
- Reviewed data for room blockings, check in's & check out's, income, and expenditures.

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

Tamarack Club / Holiday Valley Resort - Ellicottville, NY  
November 2011 to April 2015

Customer Service Representative

Maintained overnight charges, responsibility of 124 unit upscale (\$500,000 to \$1,000,000+) condominium complex.

Duties included:

- Greeting, registering, and assigning rooms to guests of the Tamarack Club.
- Addressed customer inquiries by telephone and in person.
- Accurately explained details of accommodations, promotions and events.
- Maintained communication with Owners, Sales Managers, and Desk Manager regarding customer service needs.
- Addressed guest and owner concerns/complaints with patience, empathy and congeniality.
- Quickly resolved conflicts and issues by diligently updating information and following through on customer requests
- Supported the drive of fraction sales, promoted resort products and serviced customer needs in a friendly and helpful manner.
- Adhered to all safety and security policies and procedures.
- Replenished supplies and materials at each cash wrap.
- Prepared, analyzed, and verified annual reports, financial statements, management reports, and other records using accepted accounting and statistical procedures (VisualOne PMS)
- Assessed and validated financial condition and facilitated hotel availability.

## Education

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### **BSCJ Anthropology**

American InterContinental University

### **AS in Business and Global Management**

University Of Phoenix

## Skills

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Guest Service, Front Desk, Customer Service, Opera

## Additional Information

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I presented seminars and training on how to deal with disruptive guests.