

Jack Qi

Published 10/5/2021 by [Gerald Encabo](#)

Program: Hospitality, Hotel and Restaurant Management (HTM)

Graduated: 2015

Current Position: Guest Reception Manager at Marriott International; Managing and training the concierge, night auditor and team of receptionists Ensuring the front desk provides a professional and friendly service for customers Dealing with customers, including handling complaints when they come to the desk Troubleshooting emergencies Scheduling your staff rota Liaising with other departments

Experience:

- Marriott International: Assistant Director of Housekeeping, Housekeeping Manager, and Operations Supervisor
- Fairmont Chateau Lake Louise: Housekeeping Supervisor

Advice: Working hard and asking questions, more importantly, don't let anyone tell to you that you can't do anything. Be positive and your energy will impact people around you. Also, build connections and don't forget your professor.

tags : alumni