

MADELEINE KELLY

Summary of Qualifications

Prior board of director and member of, South Florida Concierge Association, Fluent in all Scandinavian languages, English, Japanese, French, Spanish and Italian. Excellent inter-personal skills. Reliable, friendly and organized.

Experience

2006-Present

Sagamore Hotel, South Beach, FI
Chef Concierge, Implementing a more efficient and progressive Concierge service. Composing and conducting weekly Pod Casts for the Sagamore Web site. Introducing a new software program to the department and updating all sources. Implementing a weekly art tour of the Sagamore collection of contemporary art.

2004-2006

The Setai, South Beach, FI
Concierge, Responsible and active in organizing the Concierge desk for the Tower of the Setai and later the Concierge desk in the Boutique hotel. Planning itineraries for present & future notable guests involving a high range of special requests.

2003-2004

The Continental Group, South Beach, FI
Lead Concierge, Assisted Residents with all requests such as arrangements for transportation, tickets, dining & travel arrangements. Created events for the properties; Art Shows, Theme Days, Cooking & Salsa lessons among other events. Editor of The Waverly Newsletter & The Murano Grande Gazette. Introduced "The Continental Concierge Group" concept to the company and was a major contributor as Editor of The CCG Concierge Book.

2001-2003

ZOM Properties & Residential Services, Miami FI
Head Concierge, Responsible for Guest Relations at the Waverly Condominiums, a luxury residence of 400 units in South Beach. Organizing social events for residents, including restaurant visits, club events/entertainment, cooking classes, art exhibitions and seminars. "Mind, body and spirit", specially created for the theme of the building, organizing Yoga and Tai Chi. Also writing and producing a monthly newsletter for the residents, pertaining to all the information regarding the Waverly and updated information of social events/calendar. Assisting in marketing and promotions of the building.

1999-2001

The Tides Hotel, Miami FI
Concierge, Responsible for organizing and arranging entertainment services. Travel, transportation as well as business services.

1997-1999

Costa Cruise Lines, Miami FI
Guest Relations Manager, Responsible for solving complaints. Coordinating flight arrangements with air/sea department and lost luggage. Assisting guests with personal needs. Weekly incident reports to the Miami offices.

1990-1997

Private School, Tokyo, Japan
Owner - Teacher, Teaching Junior high and elementary Swedish, French and English languages.

1988-1990

Concierge, US/Sweden
Concierge, for the Knickerbocker in Chicago, The US Grant Hotel in San Diego and The Sergel Plaza Hotel in Stockholm

Education

1985-1986

Bjarnov Institute, Copenhagen Denmark
Certified Teacher
Hotel and Tourism
Tour Guiding and Hotel Services