

CAROLINE BUCKLEY

Training and Development Expert

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EDUCATION

Charleston, SC

● Bachelor of Science

● **College of Charleston, Charleston, SC**

● Double Major: Business Administration and Hospitality and Tourism

EXPERIENCE

01/2023 - Present

Charleston, SC

● Global Customer Contact Training Manager

● **Belmond Reservation Services**

- Design, develop and maintain an induction training program to be used across all global contact centers, which resulted in a 20% reduction of turnover
- Maintain and optimize reservation tools and manuals in Belmond Knowledge Base (Infohub), driving operational efficiency across five global service centers
- Create new training and reservations SOPs for new systems and procedures to be used across all contact centers and on-property reservations teams, leading to a 15% increase in bookings
- Deliver both in-person and virtual training as required through direct training or train the trainer sessions
- Design post-training assessments to ensure understanding and training retention from trainees, using Sharepoint and 360Learning
- Schedule regular review sessions with trainees to discuss progress during training program
- Be Subject matter expert on all Belmond Products & Reservations Systems, Including Infor HMS, Travel Studio, and Salesforce
- Support Customer Contact Leaders with each individual induction training schedule and conduct regular check-ins to ensure progress on training plan is maintained
- Lead cross skilling and upskilling of existing advisors to support all hotels, trains and barges
- Use the quality assurance program and omnichannel reports to identify knowledge gaps and deliver coaching support
- Work with Customer Contact Directors and Leaders to identify training needs and collaboratively deliver refresher training
- Support the Director of Customer Contact Support to implement new procedures and align centers on global standards
- Assist with coaching Travel Advisors on LQA audits

11/2021 - 01/2023

Charleston, SC

● Quality & Development Manager

● **Belmond Reservation Services**

- Fully onboarded all incoming Hotel Advisor new hires
- Developed & maintained training materials for all incoming Hotel Reservation Consultants
- Created and maintained a variety of standard operating procedures and user manuals for hotel reservation team to reference
- Enforced and enhanced quality control initiatives
- Collaborated with Reservation Manager to identify development and training needs for reservation team
- Became Subject Matter Expert on all Belmond Hotels & Hotel Reservations Systems

01/2019 - 11/2021

Charleston, SC

● Senior Reservation Consultant

● **Belmond Reservation Services**

- Handled inbound guest inquiries via phone and email for the full Belmond portfolio, including rates, availability, and reservations.
- Provided destination-specific and cultural insights to enhance guest experience.
- Collaborated across departments to promptly address and resolve guest needs.
- Built strong relationships with hotel teams to support seamless service.
- Used active listening and questioning to identify guest needs and offer tailored solutions.
- Utilized an omnichannel platform (Salesforce & NICE In Contact) to communicate with guests
- Operated PMS systems (Opera & InforHMS) to complete accurate bookings.

10/2017 - 12/2018

Charleston, SC

● Concierge & Front Desk Agent

● **The Spectator Hotel**

- Managed guest check-ins and check-outs, verifying details, processing payments, and providing property orientation.
- Provided guests with information about the property and local attractions, dining, and events.
- Handled reservations, special requests, and guest communications via phone, email, and chat
- Collaborated with hotel staff (butlers, valet, housekeeping) to ensure smooth operations and exceptional service.
- Utilized RoomKey PMS and Safflok Key System; generated daily reports on arrivals, departures, and guest needs.