

CHRISTINE DRUID



Guest Experience Specialist | Hospitality & Aviation Service Professional | Flexible Availability (Nights/Weekends)

Customer-centric professional with 10+ years of high-touch service experience, adept at delivering exceptional guest experiences in fast-paced environments. Flexible availability for night shifts, weekends, and holidays to meet dynamic operational needs.

Key Strengths

- Guest Relations: Proven track record in Forbes Travel Guide/AAA 4-Diamond service standards, conflict resolution, and concierge-style support.
- Operational Agility: Skilled in real-time system management (VI Resort, Club Automation), safety compliance, and multitasking under pressure.
- Resilience: Successfully navigated health challenges (COVID-19, Alpha-Gal Syndrome) with adaptability and commitment to professional growth.

Relevant Experience

Sports Club Operations Coordinator

UVA Host Properties | Charlottesville, VA | Aug 2024–Present

- Deliver premium guest service in alignment with Forbes/AAA standards, including greeting, escorting, and resolving inquiries—directly transferable to aviation hospitality.
- Flexible scheduling: Managed early/late shifts, demonstrating readiness for the role’s night/weekend requirements.
- Processed transactions and maintained cash handling accuracy, ensuring seamless billing/fuel operations.

Executive Administrative Assistant

Kawali Nayla, Inc | Sylmar, CA | Jan 2012–Aug 2021

- Coordinated complex travel/logistics (e.g., hotel, ground transport), mirroring the role’s concierge duties.
- Availability note: Frequently accommodated after-hours requests for executive support.

Recent Feedback

Revinate Customer Submission

New Year Survey

Mary Beth Cancienne (1/17/25)

[VIEW GUEST INFO](#)

General Ratings

Overall Rating

10

Check-In

10

Check-In

A person at the front and back desk.

Experience & Suggestions

Looking Forward To...

All things tennis; more work out classes in the evening.

New Offering

Micah is amazing; more insanity classes.

Team Member Spotlight

Christine at the desk. She knows my name and all my tennis friends. She is accommodating, gets to know our group and helps in any way! Noa is also great and other than Micah - Amy Ellison is amazing!! Troy Porco is the best!

Boar’s Head Resort Employee Daily Email

02.10.25

PDF - 333 KB

POSITIVE FEEDBACK:

- Delicious & our server “[Doug](#)” was very courteous as well as the host that evening! Food was delicious & very ample portions! So Yummy
- Fitness Center is Free of charge for Guests at the Boars Head- we walked over & the very nice front desk employee, [Christine](#), told us the Special News! Also, we took a tour of the fitness area & met “[Noah](#)” another Hospitable Employee who explained “Squash” to us!
- [Brittany Ellis](#) was great in helping with my group reservation. [Brian and Troy](#) were fantastic at the tennis facility. The young bellman went over and beyond getting me ice for an injury and offering to help in any way. (I c...