

**Robert Smith**

**Front Office Agent**

[Today’s Date]

[341 Company Address]
[Company City, State xxxxx]
[(xxx) xxx-xxxx]
[hiring.manager@gmail.com]

Dear [Mr./Mrs./Ms.] [Hiring Manager’s Name],

Learning of your need for a new Front Office Agent, I hastened to submit my resume for your perusal. With my extensive experience in handling front desk operations, managing administrative duties, and communicating with different kinds of people, I strongly believe that my qualifications and education match perfectly with your job requirements. And, I also trust that my exemplary abilities to customer satisfaction will be highly useful to the company. As you can see in my resume, my portfolio is vast, and I have numerous accomplishments and accolades to my credit, including the recent award I received from \*\*\*\* for my excellence in surpassing customer retention and loyalty. From managing phone calls to identifying leads, and fostering healthy relationships with customers and key accounts, my background enables me to excel in whatever role I am charged with. Furthermore, my strong ability to interact strategically with key clients, along with my ability to solve customer queries positions me to thrive in this role. Consider the following highlights of my qualifications –

* In my previous role as Front Desk representative at \*\*\*, I spearheaded the front desk operations by providing excellent customer service to guests, and addressed their concerns then and there
* Handling responsibility for check-in and check-out duties, along with handling payments and issuing room keys while ensuring a high level of customer service
* Leveraging my analytical skills, custom-centric approach, and negotiation skills to propel projects, and support the team to achieve targets.
* Excelled in providing fast, and friendly guest service while managing guests’ incoming calls, along with outstanding ability to multitask.
* While working at \*\*\* was accountable for checking the accuracy, completeness, and legibility of accounting, reservations, and guest service records; balancing guest, city, and advance ledgers, and preparing credit card and accurate cash deposits/withdrawals.

I am currently enrolled in the Hospitality program, and I am also a hardworking and motivated individual who always thrives to improve customer experience. And I am confident that my skills and knowledge will allow me to excel in this role. Thank you for your time and consideration. Hoping to hear from you soon.

Sincerely,

[Your Name]