

# ROBERT SMITH

## Appointment Scheduler

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1+ years of experience as an Appointment Scheduler, having knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

## EXPERIENCE

### Appointment Scheduler

#### Ecowater Systems, Llc - OCTOBER 2017 - JANUARY 2018

- Delivered prepared sales talk, reading from a script that described a product, and services, to persuade potential customers to purchase a product or service. The service was free water quality testing for Costco members.
- Offered free water quality testing to Costco members near the exit at a booth for the company. Provided interested (but in a hurry) members with a brochure with my name and office phone number.
- Explained to members (and potential customers) the product, (which was a water system that cleaned chemicals from the water), the services, prices, and answered questions from interested parties.
- Obtained customer information such as name, address, phone number, from parties who made an appointment. Provided the company with a picture text of the party that made the appointment to have their water quality tested.
- Recorded names, addresses, how many people who live in the home, homeowner or renter.
- Answered telephone calls from customer who received a brochure, with my name and office number.
- Set up appointments via phone at the office with the interested parties.

### Front Desk Attendant/Night Laundry

#### Extended Stay Hotels - JULY 2017 - OCTOBER 2017

- Contacted housekeeping or maintenance staff when guests reported problems.
- Verified customers credit, and established how the customers would pay for the accommodation.
- Kept records of room availabilities and guests accounts, by using a computer.
- Posted charges, such as those for the rooms, food, liquor, or telephone calls, to ledgers, by computer.
- Reviewed accounts and charges with guests during the check out process.

- Recorded guest comments or complaints, referring customers to managers as necessary.
- Answered inquiries pertaining to hotel services, guest registration, and travel directions, made recommendations regarding shopping, dining, and entertainment.

## **EDUCATION**

- Current Student in Behavioral Health - January 2018 to September 2018(Pima Community College Desert Vista Campus Tucson, Arizona - Tucson, AZ )Diploma - (Roosevelt High School - Los Angeles, CA )

## **SKILLS**

Microsoft Excel, Microsoft Office, Microsoft Word, Coordination, Time Management, Typing, Instructing, And Monitoring.