Assistant Front Desk Manager I

ROBERT SMITH

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Objective

A prompt, well-mannered individual who works well with others and independently. Proficient in following directions and dealing with difficult situations and has the ability to perform diverse tasks required in a customer service environment.

Skills

Word, Excel, Powerpoint.

Work Experience

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ABC Corporation - October 2014 – October 2014

- Training, scheduling, ordering, and oversight of 30 employees for a 430 room property.
- On occasion, oversight of adjacent property was inherited and the subsequent role of dual Manager on Duty was evident.
- Implemented efficient SOPs to practice AVPM(Valet System), and trained associates to follow those standards.
- Maintenance and upkeep of all front desk supplies, and commissions for front desk staff.
- Scheduling responsibilities were limited to Front Office Agents, PBX, and Concierge while Valet was sub-contracted.
- Maintaining awareness of group reservations coming to the hotel(Resumes).
- Proper room control to ensure fluid operations during the day.

Assistant Front Desk Manager

Delta Corporation - 2010 – 2014

- Greet, register, and assign rooms to guests of hotels or motels.
- Perform bookkeeping activities, such as balancing accounts and conducting nightly audits.
- Compute bills, collect payments, and make change for guests.
- Transmit and receive messages, using telephones or telephone switchboards.
- Current Perform bookkeeping activities, such as balancing accounts, cashing out servers, accounts receivable for executive office.
- Contact housekeeping and maintenance staff when problems are reported.
- Process reservations and payments.

Education

Master of Science in Management - (Florida International University, Chaplin School of Hospitality)

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