



# AVA DAVIS

## Assistant Front Office Manager

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### PROFESSIONAL SUMMARY

Enthusiastic Assistant Front Office Manager with 2 years of experience in delivering exceptional guest services and optimizing front office operations. Skilled in team leadership, customer engagement, and training development. Committed to enhancing guest satisfaction and operational efficiency in a dynamic hospitality environment.

### WORK EXPERIENCE

Assistant Front Office Manager 📅 Feb / 2024-Ongoing  
Quantum Solutions LLC 📍 Phoenix, AZ

1. Led front desk operations, ensuring high standards of guest service and satisfaction.
2. Conducted daily audits of guest accounts and billing accuracy.
3. Coordinated front office schedules, managing shifts and time-off requests effectively.
4. Trained and mentored new staff, focusing on customer service excellence.
5. Oversaw guest check-in/check-out processes, ensuring efficiency and friendliness.
6. Managed communications between departments to enhance service delivery.
7. Implemented feedback systems to continuously improve guest experiences.

Assistant Front Office Manager 📅 Feb / 2023-Feb / 2024  
Crescent Moon Design 📍 Portland, OR

1. Handled payroll and scheduling, aligning with departmental budgetary goals.
2. Ordered and maintained inventory of front office supplies to ensure smooth operations.
3. Available 24/7 for any operational issues or emergencies.
4. Developed effective stress management techniques to lead the team during peak times.
5. Contributed to a 14% increase in employee satisfaction through team-building initiatives.
6. Ensured high-quality front desk services, enhancing guest experiences.

### EDUCATION

Bachelor of Science in Hospitality Management 📅 Feb / 2022 - Feb / 2023  
University of Hospitality 📍 Phoenix, AZ

Focused on front office operations, guest services, and hotel management principles.

### SKILLS

- Customer Relationship Management  
● ● ● ● ● ● ● ● ● ●
- Adaptability And Quick Learning  
● ● ● ● ● ● ● ● ● ●
- Multitasking And Administrative Skills  
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- Conflict Resolution And Problem-solving Skills  
● ● ● ● ● ● ● ● ● ●
- Reservation Management  
● ● ● ● ● ● ● ● ● ●

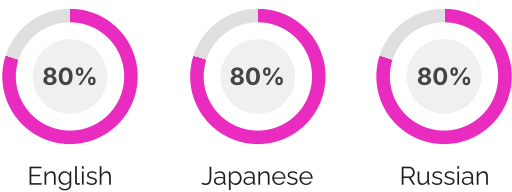
### INTERESTS

- 🎮 Gaming      🛍 Fashion  
🎬 Film      💻 Technology

### STRENGTHS

- ⚖ Fairness      ↔ Flexibility  
➔ Forward-thinking      ❤ Gratitude

### LANGUAGES



### ACHIEVEMENTS

- ★ Achieved a 15% improvement in guest satisfaction scores through effective staff training.
- ★ Reduced check-in times by 20% through streamlined processes and staff coordination.
- ★ Implemented a new reservation system, increasing efficiency by 30%.