ROBERT SMITH

Receptionist/Front Desk/Concierge

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Enthusiastic and well-organized Receptionist/Front Desk/Concierge with a solid background in data entry, schedule management, and event planning. Hard-working, outstanding telephone, scheduling, and documentation skills. Committed and dedicated to pursuing goals, being a team player and performing well under pressure. Skilled at software installation, upgrades, updates, and hardware replacement.

CORE COMPETENCIES

Type 40 Wpm, File, Transcribing, Customer Service, Scheduling, Data Entry, Word, Powerpoint, Excel, Windows XP

PROFESSIONAL EXPERIENCE

Receptionist/Front Desk/Concierge

ABC Corporation - May 2016 – Present

Key Deliverables:

- Handling guest check-ins and check-outs, appropriately operating hotel switchboard, taking calls and providing information and transfer calls.
- Answering queries regarding the hotels services, charges, dining facilities, sports facilities, and travel directions.
- Referring guests to appropriate departments to resolve complaints or provide suggestions.
- Contacting housekeeping and maintenance departments when a problem is reported.
- Explaining the appropriate use of keys and ensuring that guests are satisfied with the rooms allotted to them.
- Balancing cash at the end of the shift and generate accounting reports for the benefit of the next shift.
- Maintaining an excellent customer service relationship by adhering to the residential customer service standards.

Concierge

ABC Corporation - December 2014 – May 2015

Key Deliverables:

- Routinely inspected community amenity areas for trash, cleanliness, and lighting.
- Signed for deliveries and packages and tracking in BuildingLink.
- Distributed and assisted the residents with packages.
- Accepted service requests from residents and logging appropriately into BuildingLink.
- Ensured that all apartment keys are accounted for and secure during shift per KeyTrak Standard Operating Procedure.

2259 Oak Street, Old Forge, New York, 13420

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- Issued keys to residents or other associates per approved building Standard Operating Procedures.
- Received and distributed dry cleaning and grocery deliveries to residents.

EDUCATION

Associate Of Arts - 2013 (Saint Petersburg College - Tarpon Springs, FL)High School Diploma - (ST.PETESBURG COLLEGE - Tarpon Springs, FL)- (Haltom High School)

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