

# Robert Smith

## Desk Manager/Co-ordinator

### PERSONAL STATEMENT

To obtain a job within chosen field that will challenge and allow to use education, skills and past experiences in a way that is mutually beneficial to both and employer and allow for future growth.

### WORK EXPERIENCE

#### **Desk Manager/Co-ordinator**

**ABC Corporation - August 1993 - December 1999**

##### *Responsibilities:*

- Managed new and used car deals, maintaining gross profit and customer satisfaction levels.
- Maintained CSI levels (4% above the national average). Supervised children, kept a clean work area, cashier, party host.
- Provided quality telephone support, answering in a friendly, professional manner and making sure messages were relayed promptly.
- Remained composed under stressful situations, allowing for clear and concise decision-making in case of emergencies.
- Ensured that quality control is maintained while ensuring customers receive the highest quality service.
- Entrusted with the end of day deposits that frequently exceeded. Handled guest situations as they arose in a calm professional manner.
- Opened and closed registers and verify all sales each day. Penciled deals using the four square methods.

#### **Desk Manager**

**ABC Corporation - 1991 - 1993**

##### *Responsibilities:*

- Responsible for the supervision, interaction and safety of children during events, and general maintenance of the facility.
- Met daily and monthly sales quotas.
- Set and clean party rooms, ordered food and beverage for guests.
- Sold, scheduled and confirmed party events.
- Provide excellent customer service to guests for the ultimate experience.
- Supervise employees.
- Answer phones, respond to emails and conduct facility tours.

### Education

Business Administration - (Syracuse University)

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Technical Skills,  
Management.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)