

ROBERT SMITH

Front Desk Concierge I

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

SUMMARY

Highly energetic, outgoing and detail-oriented. Handles multiple responsibilities simultaneously while providing exceptional customer service. Service-focused professional and friendly team player with a knack for building productive working relationships. Extensive cash handling experience.

CORE COMPETENCIES

Systems Analysis, Project Development, Client Facing, Writing, Technical And Academic.

PROFESSIONAL EXPERIENCE

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Casa Ybel Resort - February 2015 – 2020

Key Deliverables:

- Demonstrated a knowledge of hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties.
- Maximized room occupancy and use up-selling techniques to promote hotel services and facilities.
- Complied with hotel security, fire regulations and all health and safety legislation.
- Accepted payment from customers and made change as necessary.
- Checked the quantity and quality of received products..
- Cleaned and maintained the beverage area, display cases, equipment, and order transaction area.
- Managed kitchen operations for high grossing, fast-paced fair concession kitchen.

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Delta Corporation - 2011 – 2015

Key Deliverables:

- Duties and Recognitions o Responding to phone and email inquiries and providing detailed information on its amenities, pricing and availability.
- Responding to and following up on all residents complaints and/or maintenance requests in a timely manner.
- Conducting apartment tours whenever leasing staff was unavailable.
- Collaborating with the Assistant Community Manager with monthly inventory, budgeting, inputting rent checks, closing check batches, reporting .
- Standing and greeting residents and guests according to company standards Maintaining ownership of the process of resolving resident and guest .
- Transfer calls when requested Executed office procedures and protocols Filing forms (including H.I.P.P.A.
- sensitive forms) in filing cabinet.

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EDUCATION

High School Diploma in Visual Arts - (Cypress Lake High School - Fort Myers, FL)

