



ALEXANDER SCOTT

Senior Front Desk Lead

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PROFESSIONAL SUMMARY

Accomplished Senior Front Desk Lead with 10 years of experience in optimizing front desk operations and enhancing guest experiences. Skilled in team leadership, training staff, and resolving complex guest inquiries efficiently. Dedicated to fostering a positive work environment and achieving operational excellence through strategic planning and exceptional service.

WORK EXPERIENCE

Senior Front Desk Lead

📅 Mar / 2018-Ongoing

WidgetWorks Inc.

📍 Denver, CO

1. Lead and mentor front desk staff, ensuring adherence to company standards and exceptional service delivery.
2. Oversee daily operations, including guest check-ins, check-outs, and payment processing.
3. Conduct staff training sessions to enhance customer service techniques and operational efficiency.
4. Manage front desk scheduling, optimizing staff coverage during peak hours.
5. Resolve guest complaints and issues promptly, fostering a positive experience.
6. Monitor and report on front desk performance metrics to identify areas for improvement.
7. Act as a liaison between management and front desk staff to ensure clear communication and operational alignment.

Front Desk Lead

📅 Mar / 2015-Mar / 2018

Cactus Creek Solutions

📍 Phoenix, AZ

1. Coordinate reservations and manage guest accounts to ensure accurate billing and payment processing.
2. Maintain cleanliness and organization of the front desk area, enhancing the guest's first impression.
3. Utilize a computerized reservation system to manage bookings and guest information efficiently.
4. Support guests with inquiries and provide local area knowledge to enhance their stay.

EDUCATION

Associate of Applied Science in Hospitality Management

📅 Mar / 2012 - Mar / 2015

City College

📍 Seattle, WA

Focused on hospitality operations, customer service excellence, and management principles.

SKILLS

Typing Proficiency 60 Wpm



Performance Monitoring



Inventory Management



Sales Skills



Technical Proficiency



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Mandarin



Swahili

ACHIEVEMENTS

★ Increased guest satisfaction ratings by 25% through enhanced service protocols.

★ Successfully trained and mentored a team of 15 front desk staff, leading to a 30% improvement in productivity.