

LIAM ANDERSON

Front Desk Manager

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PROFESSIONAL SUMMARY

Dynamic Front Desk Manager with 10 years of experience in hospitality. Proven track record in enhancing guest satisfaction, optimizing front desk operations, and leading high-performing teams to achieve service excellence.

WORK EXPERIENCE

Front Desk Manager
Seaside Innovations
Dec / 2017-Ongoing
Santa Monica, CA

- Recommended top dining and entertainment options to enhance guest experiences.
- Answered department calls within 2 rings, ensuring professional telephone etiquette.
- Monitored room availability using Opera, delivering requested items promptly.
- Supervised front desk staff, fostering strong interdepartmental relationships.
- Maintained accurate records of room availability and guest accounts using computer systems.
- Coordinated with housekeeping and maintenance to resolve guest-reported issues efficiently.
- Assisted the front office manager in weekly operations meetings to improve service delivery.

Front Desk Manager
Crescent Moon Design
Dec / 2014-Dec / 2017
Portland, OR

- Coordinated front-office activities, resolving guest issues promptly and effectively.
- Addressed inquiries regarding hotel policies and services, managing complaints professionally.
- Prepared and proofread invoices, reports, and promotional materials for accuracy.
- Guided clients in completing applications while maintaining confidentiality and discretion.
- Established and nurtured client relationships through in-person and digital communication.

EDUCATION

Bachelor of Science in Hospitality Management
University of Central Florida
Toronto, ON
Dec / 2011 - Dec / 2014
Focused on hotel management, customer service, and operational efficiency.



SKILLS

Microsoft Office Suite
Guest Relations Management
Data Analysis
Budget Management
Team Leadership

INTERESTS

Puzzle Solving Home Brewing
Wildlife Conservation Gardening

STRENGTHS

Service-oriented Sincerity
Stability Stewardship

LANGUAGES

English 80% Russian 80% French 80%

ACHIEVEMENTS

- Increased guest satisfaction scores by 25% through enhanced service protocols.
- Streamlined front desk operations, reducing check-in time by 30%.