

# ROBERT SMITH

## Front Desk Representative

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### PROFESSIONAL SUMMARY

With 2 years of dedicated experience as a Front Desk Representative, I excel in creating welcoming environments and delivering exceptional guest service. Skilled in managing inquiries, coordinating reservations, and ensuring smooth check-in/out processes. I am passionate about enhancing customer satisfaction and am eager to leverage my expertise in a dynamic team setting.

### WORK EXPERIENCE

Front Desk Representative Feb / 2024-Ongoing  
Maple Leaf Consulting Toronto, ON

- 1. Greet and assist guests upon arrival, creating a friendly atmosphere.
- 2. Manage booking systems, ensuring accurate reservations and schedules.
- 3. Handle customer inquiries and complaints efficiently to maintain satisfaction.
- 4. Process payments and maintain accurate financial records.
- 5. Coordinate with housekeeping and maintenance to fulfill guest requests.
- 6. Ensure the front desk area is clean and well-organized at all times.
- 7. Assist in training new front desk staff on operational procedures.

Front Desk Representative Feb / 2023-Feb / 2024  
Silver Lake Enterprises Seattle, WA

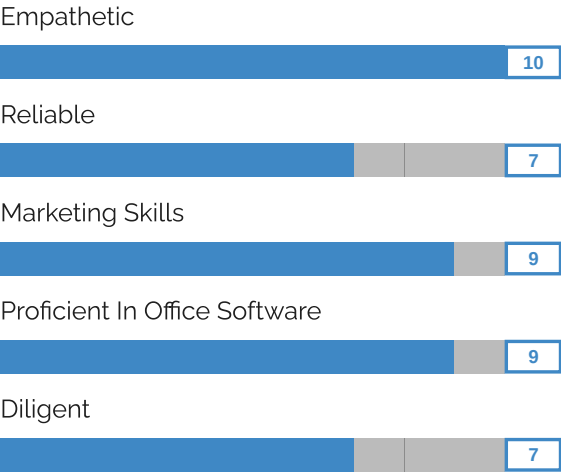
- 1. Welcome guests, explaining hotel services and amenities clearly.
- 2. Efficiently handle all incoming calls and manage outgoing communications.
- 3. Register guests in the system, ensuring all necessary documentation is collected.
- 4. Verify and check insurance coverage and payment methods.
- 5. Distribute new guest information packets via mail or email promptly.
- 6. Participate in staff meetings to discuss service improvements and team goals.
- 7. Managed front desk operations, ensuring a welcoming environment for over 100 guests daily.
- 8. Handled multi-line phone systems, efficiently directing calls and reducing wait times by 30%.

### EDUCATION

Associate of Arts in Hospitality Management Feb / 2022 - Feb / 2023  
City College Seattle, WA

Focused on customer service excellence and hotel management principles.

### SKILLS



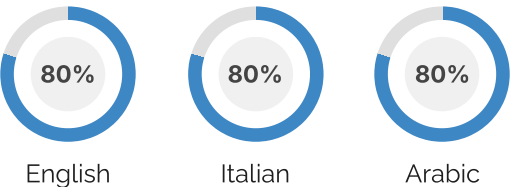
### INTERESTS

- Gaming
- Fashion
- Film
- Technology

### STRENGTHS

- Fairness
- Flexibility
- Forward-thinking
- Gratitude

### LANGUAGES



### ACHIEVEMENTS

- Achieved a 95% guest satisfaction score by improving service delivery.
- Streamlined check-in processes, reducing wait times by 20%.
- Trained new staff members on customer service best practices.