



ROBERT SMITH

Front Desk Representative

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PROFESSIONAL SUMMARY

Experienced Front Desk Representative with 7 years in the hospitality sector, dedicated to delivering outstanding guest experiences. Proficient in managing reservations, addressing guest inquiries, and ensuring seamless check-in/check-out processes. Passionate about enhancing customer satisfaction and fostering a welcoming environment while efficiently handling administrative tasks.

WORK EXPERIENCE

Front Desk Representative Feb / 2020–Ongoing
Pineapple Enterprises Santa Monica, CA

1. Collaborated with team members to enhance overall guest experience.
2. Utilized computer systems to update guest profiles and preferences.
3. Conducted nightly audits to ensure accuracy of financial transactions.
4. File patient bills, providing receipts, and perform banking procedures.
5. Monitor supply levels and place orders as needed.
6. Maintained accurate records of guest information, enhancing data retrieval efficiency by 40%.
7. Trained new front desk staff on procedures, improving team performance and service quality.

Front Desk Representative Feb / 2018–Feb / 2020
Cactus Creek Solutions Phoenix, AZ

1. Organized, confirmed, and processed guest check-ins and check-outs efficiently.
2. Verified bill accuracy, exercised judgment to make necessary adjustments, and processed cash and credit card transactions.
3. Reviewed reports for discrepancies and operational issues.
4. Utilized industry-standard software to manage reservations and cancellations.
5. Processed guest check-ins and check-outs, achieving a 95% satisfaction rate in customer feedback.
6. Coordinated with housekeeping and maintenance to ensure timely room readiness and guest satisfaction.
7. Resolved guest complaints promptly, resulting in a 20% increase in positive online reviews.

EDUCATION

Associate of Arts in Hospitality Management Feb / 2016 – Feb / 2018
City College Chicago, IL

Focused on customer service and hospitality operations.

SKILLS



INTERESTS

- Scuba Diving E-sports
Reading Fiction Puzzle Solving

STRENGTHS

- Stewardship Teamwork
Tenacity Vision

LANGUAGES



ACHIEVEMENTS

- Increased guest satisfaction ratings by 20% through exceptional service.
- Successfully managed over 300 reservations monthly with 100% accuracy.
- Trained and mentored 5 new front desk staff, enhancing team efficiency.