

# **ROBERT SMITH**

## Front Desk Representative

### **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 checkouts 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 quest 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

Thicago, IL

Focused on customer service and hospitality operations.

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



#### **SKILLS**

**Customer Interaction** 

**Cultural Awareness** 

Positive Attitude

Stress Management

Inventory Management



🗘 Scuba Diving

E-sports

Reading Fiction

Puzzle Solving

## **STRENGTHS**



Stewardship



Teamwork

🗞 Tenacity



Vision

## LANGUAGES





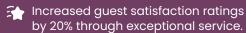


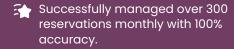
English

Spanish

Italian

# **ACHIEVEMENTS**





Trained and mentored 5 new front desk staff, enhancing team efficiency.