

AMELIA MOORE

Junior Front Desk Staff

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PROFESSIONAL SUMMARY

Dedicated Front Desk Staff with over 3 years of experience in hospitality and customer service. Skilled in managing guest inquiries, handling reservations, and providing exceptional service. Proficient in using hotel management software and maintaining a welcoming environment. Strong communication and problem-solving skills, committed to enhancing guest satisfaction and ensuring smooth operations.

WORK EXPERIENCE

Junior Front Desk Staff

Seaside Innovations

📅 Mar / 2024-Ongoing

📍 Santa Monica, CA

1. Managed a multi-line phone system, directing calls and taking messages for staff.
2. Ensured accurate verification and preauthorization for guest reservations.
3. Performed data entry, filing, and maintained organized guest records.
4. Scheduled appointments and managed reservations for guests efficiently.
5. Coordinated supply orders and participated in community outreach events.
6. Facilitated meetings and assisted with various administrative tasks.
7. Utilized communication tools to liaise with corporate office effectively.

Front Desk Staff

Crescent Moon Design

📅 Mar / 2023-Mar / 2024

📍 Portland, OR

1. Trained new front desk staff on software use, policies, and customer service standards.
2. Managed daily cash handling, including deposits and reconciliation.
3. Welcomed guests and completed check-in/check-out processes smoothly.
4. Assisted with membership sales and enrollment, providing facility tours.
5. Processed payments and maintained accurate records of transactions.
6. Balanced cash drawers at the end of shifts, ensuring accuracy.

EDUCATION

Associate of Applied Science in Hospitality Management

Central Carolina Community College

📅 Mar / 2022-Mar / 2023

📍 Denver, CO

Focused on customer service and front office operations.

SKILLS

Adaptability



Customer Relationship
Management



Sales Support



Event Coordination



ACHIEVEMENTS

- ★ Achieved a 20% increase in customer satisfaction ratings through improved service.
- ★ Streamlined check-in processes, reducing wait times by 15%.
- ★ Successfully managed over 100 guest inquiries daily with a high resolution rate.