

HENRY WALKER

Front Office Agent

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www.qwikresume.com



PROFESSIONAL SUMMARY

Customer-focused Front Office Agent with 2 years of experience in providing top-tier guest service in hotel settings. Proficient in front desk operations, conflict resolution, and streamlining administrative processes. Excited to enhance guest satisfaction and support team objectives through effective communication and multitasking skills.

WORK EXPERIENCE

Front Office Agent Apr / 2024-Ongoing
Quantum Solutions LLC Phoenix, AZ

- Greeted and registered guests, ensuring a welcoming first impression.
- Managed communication with housekeeping and maintenance to address guest concerns promptly.
- Performed accurate bookkeeping of accounts and conducted nightly audits to ensure financial integrity.
- Reviewed accounts and charges at checkout, ensuring clarity and satisfaction.
- Safeguarded guests' valuables in secure deposit boxes, enhancing trust.
- Maintained a clean and organized front desk area to promote professionalism.
- Arranged transportation, tours, and dining reservations, enhancing guest experiences.

Front Office Agent Apr / 2023-Apr / 2024
Lakeside Apparel Co Chicago, IL

- Provided guests with accurate directions, contact numbers, and menus, enhancing their stay.
- Assisted with transportation needs, ensuring seamless guest arrivals and departures.
- Facilitated smooth check-in and check-out processes, including relocation management.
- Resolved guest issues swiftly and professionally, ensuring maximum satisfaction.
- Inputted incoming reservations into the database, ensuring accuracy in rates and room types.

EDUCATION

Associate of Science in Hospitality Management Apr / 2022 - Apr / 2023
Culinary Institute of America Santa Monica, CA

Focused on guest service excellence and operational management within the hospitality sector.

SKILLS



INTERESTS

- Yoga DIY Projects
- Community Service Scuba Diving

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Achieved a 95% guest satisfaction rating through excellent service.
- Streamlined check-in process, reducing wait times by 20%.