

ROBERT SMITH

Guest Services Representative

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Experienced Guest Service Representative seeks full-time employment with a leading Vacation Rentals team. Consistently delivers the first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Adept at balancing multiple tasks with a friendly, courteous demeanor. Highly organized and detail-oriented who continually maintains a positive attitude while interacting with demanding customers.

CORE COMPETENCIES

Microsoft Word, Microsoft Powerpoint, Microsoft Excel, Quickbooks, Communications, Critical Thinking, Marketing, Money Handling, Money Management, Professional Communication

PROFESSIONAL EXPERIENCE

Guest Services Representative

ABC Corporation - October 2016 - Present

Key Deliverables:

- Organizing, confirming, processing, and conducting all guest check-ins/check-outs, room reservations, requests, changes, and cancellations.
- Printing contingency lists to have a record of all guests in case of emergency.
- Identifying and explaining room features to guests, supplying guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest.
- Ensuring that any outstanding requests or problems from the previous day receive priority and are resolved.
- Accepting and recording wake-up call requests and delivering to the appropriate department.
- Processing all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges and providing change.
- Handling large volumes of work and completing tasks accurately and timely while maintaining guest relations and resolving all guest complaints and problems.

Guest Services Representative

ABC Corporation - June 2015 - October 2016

Key Deliverables:

- Focussed on guest satisfaction and guest relations while maintaining structure and order at the front desk.
- Responded to customers inquiries and advise on appropriate resolutions.
- Counted revenue from all departments, prepared the deposits and reporting and balanced accounts as needed.

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- Efficiently resolved client issues, earning praise from clients for quality customer care.
- Worked with upper management to ensure proper communication with all departments.
- Developed and maintained positive working relationships with others, supported team to reach common goals.
- This is Dummy Description data, Replace with job description relevant to your current role. In case if you dont need it you can delete it.

EDUCATION

Associate in Business Administration - 2015(WEST VIRGINIA JUNIOR COLLEGE - Charleston, WV) Associates, Current - (Palm Beach State College)

