

ROBERT SMITH

Hotel Front Desk Agent

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

SUMMARY

Highly qualified Hotel Front Desk Agent with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

CORE COMPETENCIES

MS Office, Communication Skills.

PROFESSIONAL EXPERIENCE

Hotel Front Desk Agent

Cal-a-vie Health Spa - April 2000 – 2003

Key Deliverables:

- Used Excel software, compile the Weekly Trip Sheet and Sundays Trip Sheet.
- Maintained the utmost confidentiality with guests personal information and privacy.
- Answered multi-line phone while simultaneously conducting all Front Desk duties Operate as Command Center for communication with all departments.
- Used of the cordless phone while conducting extra duties while away from the desk, such as rooming guests, valet service, parking cars, etc.
- Promoted positive guest relations to all individuals approaching the Front Desk Process guest arrivals and departures including all necessary.
- Greeted, Registered, and Assisted Guests Follow and Enforce Policies and Procedures Positive Guest Relations using promptness, courtesy, and efficiency.
- Computed and recorded special room requests.

Hotel Front Desk Agent

Delta Corporation - 2005 – 2007

Key Deliverables:

- Welcomed, registered, assigned rooms, and issued key cards to guests.
- Answered telephones, took messages, and handled.
- Analyzed cash and credit reports every hour.
- Registered arriving guests and assigned rooms Attended to guest needs such as shuttle service, delivery of personal artifacts, and another special.
- Greeted guests checked them into their rooms, and when needed helped guests into their rooms.
- Answered multi-line phone.
- Answered reservation requests and telephone inquiries by explaining service and product options.

EDUCATION

2259 Oak Street, Old Forge, New York, 13420

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- GED - 2012(Mt. San Jacinto Community College - Menifee, CA)