

# ROBERT SMITH

## Hotel Front Desk Agent

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

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### SUMMARY

As a Front Desk Agent, responsible for providing prompt and efficient serving to our guests at the Front Desk. Experience in Working closely with Housekeeping and Reservation department to ensure rooms are assigned and cleaned/inspected on time.

### CORE COMPETENCIES

Resolving Complaint, Communication Skills.

### PROFESSIONAL EXPERIENCE

#### Hotel Front Desk Agent

**ABC Corporation - August 2015 – March 2016**

##### Key Deliverables:

- Responsible for entering guest information over the phone, and in-person as needed.
- Checked guests into their room in a timely manner.
- Greeted guests upon arrival to the hotel, checked their reservation, secured their credit card, and provided the guest room key. Served as the middle.
- Provided guests with excellent hospitality. Balanced cash drawer at the beginning and end of the day. Followed correct procedures while efficiently handling.
- Answered telephones made sure guests were fully satisfied.
- Answered multiple phone lines, scheduling, confirming, and pricing guest reservations and availability.
- Answered Questions about the hotel and casino sufficiently.

#### Hotel Front Desk Agent

**Delta Corporation - 2017 – 2020**

##### Key Deliverables:

- Greeted customers. Maintained an inventory of vacancies, reservations, and room assignments.
- Answered multi-phone line system Register arriving guests.
- Checked guests in and out made reservations.
- Did housekeeping as needed also set up a system on checking housekeepers work when done to minimize complaints?
- Acknowledged complaints, service issues, and concerns as appropriate, ensuring customer satisfaction.
- Maintained a focus on issues at hand while maintaining a calm demeanor during stressful times of the day.
- Answered phones and efficiently answered questions or got the caller to where they belonged

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### EDUCATION

High School

