

Robert Smith

Hotel Front Desk Supervisor

PERSONAL STATEMENT

To leverage my 3+ years of Supervisory experience, customer service, and expertise in the hospitality industry. This includes greeting guests, checking them in, taking care of their needs, following up with any requests, and ensuring that the hotel is operating as efficiently as possible.

WORK EXPERIENCE

Hotel Front Desk Supervisor **ABC Corporation - 2018 - 2022**

Responsibilities:

- Managed day-to-day customer service operations for 3-star hotel.
- Supervised and evaluated hotel Guest Service Representatives.
- Selected as assistant to the Guest Service Manager within first 6 months.
- Became stay-at-home full-time which accounts for the gap in employment history Office Manager Chesapeake Podiatry, Westminster, MD Accountable for meticulous recording of patient medical billing records.
- Processed accounts receivable and accounts payable.
- Maintained correspondence with insurance companies for financial processing.
- Provided a professional work environment between co-workers and patients.

Hotel Front Desk Supervisor **Delta Corporation - 2010 - 2015**

Responsibilities:

- Greeted guests upon arrival and checking them in.
- Provided information about the hotel and making recommendations to guests.
- Assisted with luggage and other guest requests.
- Assisted with reservations, cancellations, and checkouts.
- Communicated with vendors to ensure that all services are available.
- Ensured that the front desk operates efficiently at all times by monitoring workload of front desk associates.
- Taken reservations for individuals and groups while ensuring all needs for their stay are met.

Education

Hospitality

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

<div>Reporting skills,
Travel logistics,
Typing.</div>

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)