ROBERT SMITH

Innkeeper

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

Gained recent experience in hospitality management as a hotel general manager, an innkeeper, and a restaurant manager. To combine with extensive professional sales and marketing background in order to position to have the necessary skills and experience.

SKILLS

Microsoft Office, Bilingual English, Serbian, A Class Driver.

WORK EXPERIENCE

Innkeeper

La Dolce Vita Resort And Spa - March 2015 – March 2020

- Responsible for providing quality, friendly, professional service to guests as it involves checking guests in and out, assisting with requests and needs prior, during, and after their stay, answering the phone, taking hotel and spa reservations, and providing concierge services.
- Developed an in-depth understanding of the property management system and POS functionality.
- Followed all specified hotel procedures to properly conduct Front of the House business including but not limited to Answering telephones in a prompt and professional manner and providing assistance to callers.
- Took reservations in person and over the phone, reading and responding to hotel email.
- Checked guests in and out, completing group pre-registrations and key packets.
- Posted charges and processing payments Communicating with Housekeeping and Maintenance Anticipating guests needs, acting promptly to acknowledge all guests.
- Completed their intake into the shelter and then supervised their personal needs and tasks, while they stayed at the house.

Innkeeper

Delta Corporation - 2014 – 2015

- Guest Check-in and concierge.
- Greeting guests on arrival and departure.
- Answering the multi-line phone/s.
- Cash handling at check-in or out, balancing till/s at shifts end or evening Close. constant Computer use with Room master program, excel quick books,
- To be accommodating by Making dining reservations, wine tour packages, message sessions, pet or baby sitter assistance.
- Ran all aspects of this historic business, including guest booking, tours, menu creation and service, and all onsite caterings.
- Always resolved any service-related issues in a timely manner, and handled all guests with a good and helpful attitude.

© This Free Resume Template is the copyright of Qwikresume.com. Usage Guidelines

SCHOLASTICS

- Certificate in Electronic Assembly - 1985(Golden State - Anaheim, CA)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**