



# NOAH WILLIAMS

Hotel Receptionist

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Housekeeping Coordination



Transaction Management



Problem Solving



Time Management



Sales Reporting



## INTERESTS

📖 Birdwatching 🧳 Traveling

🏠 Sports Coaching 🧶 Knitting

## STRENGTHS

🔗 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Mandarin



Arabic

## ACHIEVEMENTS

⭐ Achieved a 95% guest satisfaction rating through exceptional service.

⭐ Streamlined check-in procedures, reducing wait times by 20%.

## PROFESSIONAL SUMMARY

Dedicated hotel receptionist with over 3 years of experience in providing exceptional customer service and managing front desk operations. Proficient in handling reservations, check-ins, and check-outs while ensuring guest satisfaction. Strong communication skills and a friendly demeanor, adept at resolving issues and enhancing the guest experience in a fast-paced environment.

## WORK EXPERIENCE

### Hotel Receptionist/Executive

📅 Jan / 2018-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed customer reservations and ensured accurate billing information.
2. Handled credit card transactions and processed discount programs efficiently.
3. Responded promptly to guest inquiries and complaints via email and phone.
4. Utilized online platforms to assist guests in real-time with their needs.
5. Provided additional phone coverage to enhance front desk operations.
6. Facilitated adjustments to guest itineraries to improve overall satisfaction.
7. Resolved customer complaints swiftly, adhering to company service standards.

### Hotel Receptionist

📅 Jan / 2015-Jan / 2018

Summit Peak Industries

📍 Denver, CO

1. Coordinated guest reservations and maintained organized records.
2. Documented appointments accurately in both digital and physical formats.
3. Ensured the accuracy and organization of financial records and billing.
4. Delivered daily customer service, effectively addressing and resolving issues.
5. Prepared documents and correspondence for guest cancellations and communications.

## EDUCATION

### Associate of Science in Hospitality Management

📅 Jan / 2012 Jan / 2015

Culinary Institute of America

📍 Santa Monica, CA

Focused on hospitality operations, guest services, and management principles.