

NOAH WILLIAMS

Hotel Receptionist

- (123) 456 7899

SKILLS



INTERESTS

- Birdwatching
- Traveling
- 📋 Sports Coaching 🏆 Knitting

STRENGTHS





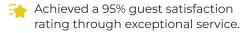




LANGUAGES



ACHIEVEMENTS



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

Thicago, IL

Blue Sky Innovations

- 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

m Jan / 2015-Jan / 2018

■ Denver CO

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

EDUCATION

Associate of Science in Hospitality Management

∰ Jan/ Jan / 2015

Culinary Institute of America

耳 Santa Monica, CA

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