***CONTACT DETAILS***

1737 Marshville Road,

Alabama

(123)-456-7899

info@qwikresume.com

[**www.qwikresume.com**](http://www.qwikresume.com/)

***SKILLS***

Opera, ES Scheduling System, Meevo Scheduling System, Customer Service, Call Center Experience, and Management.

***LANGUAGES***

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

***INTERESTS***

Climbing Snowboarding Cooking Reading

***REFERENCES***

Reference – 1 (Company Name)

Reference – 2 (Company Name)

Robert Smith

***Front Desk Receptionist***

# PERSONAL STATEMENT

6 years of experience as Front Desk Receptionist. I believe my skills from previous job opportunities, along with my dedication and determination to push not only myself but also others to do the best, would be a positive addition to your company.

# WORK EXPERIENCE

## Front Desk Receptionist

### ABC Corporation - August 2007 – July 2010

*Responsibilities:*

* Greeted, registered and assigned rooms to guests of hotels or motels.
* Kept records of room availability and guests accounts, manually or using computers.
* Made and confirmed reservations. Performed bookkeeping activities, such as balancing accounts and conducting nightly audits.
* Recorded guest comments or complaints, referring customers to managers as necessary.
* Verified customers credit and established how the customer would pay for the accommodation.
* Computed bills, collected payments and made a change for guests. Contacted housekeeping or maintenance staff when guests reported problems.
* Monitored reception area to ensure a consistent safe, hazard-free environment for customers.

## Shift Manager

### ABC Corporation - May 2004 – July 2007

*Responsibilities:*

* Up-sold additional menu items, beverages, and desserts to increase restaurant profits.
* Took the necessary steps to meet customer needs and effectively resolve food or service issues.
* Demonstrated integrity and honesty while interacting with guests, team members, and managers.
* Recorded customer orders and repeated them back in a clear, understandable manner.
* Operated the drive-through window and sales register quickly and efficiently.
* Correctly received orders, processed payments and responded appropriately to guest concerns.
* Maintained high standards of customer service during high-volume, fast-paced operations.

**Education**

General Studies - 2013(Gtcc - Jamestown, NC)Coursework towards in Sociology - 2009(Austin Community College - Austin, TX)