

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.

CONTACT DETAILS

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

Education

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