

Kyle Earnhardt**Front Desk Receptionist**

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Summary

Resourceful Hospitality Professional with over five years of experience in hotel operations. I'm eager to help SwiftWing Inc. achieve its objectives, with my Front Desk knowledge and skills. With a passion for customer service and a proven track record in providing excellent hospitality services, I am confident my qualifications will help the company achieve its objectives. Increased overall customer loyalty by 30% at MagnaCore Hotels.

Experience**Front Desk Receptionist**

MagnaCore Hotels, Springfield, MA

April 2018–July 2020

Key Qualifications & Responsibilities

- Greeted customers upon arrival and handled check-in/check-out processes efficiently.
- Answered guests' queries regarding services provided by the hotel and local attractions.
- Processed payments through cash or credit cards and issued receipts for all transactions.
- Provided daily reports on occupancy status and guest feedback to the management team.
- Ensured compliance with hotel policies and procedures related to front desk operations.

Key Achievement:

- Implemented an incentive program that increased guest loyalty by 30%.

Front Desk Clerk

Epsilon Group, Springfield, MA

January 2015–March 2018

Key Qualifications & Responsibilities

- Assisted in resolving customer complaints professionally and promptly .
- Maintained up-to-date records of transactions related to front desk operations such as room reservations, bills receivables, etc., using appropriate software systems .

- Monitored lobby activities including housekeeping staff performance to ensure quality standards are met.

Key Achievement:

- Improved reception area workflow by implementing new organizational techniques which reduced waiting time for customers by 40%.

Education

BSc Hospitality Management

Boston University, Boston, MA

June 2011–May 2015

Relevant Extracurricular Activities

- Volunteered as a tour guide in Boston's Freedom Trail Tours.
- Organized monthly networking events for fellow hospitality students.

Academic Achievements:

- Awarded Outstanding Student Performance Award for three consecutive terms.

Skills

- Microsoft Office Suite
- Oracle Property Management System (PMS)
- SABRE Booking System
- IDEaS Revenue Optimization System
- Communication
- Problem Solving
- Time Management
- Interpersonal Relationships
- Organization

Certifications

- Certified Hotel Administrator, American Hotel & Lodging Association, 2017

Awards

- 2016 – Employee of the Year Award; MagnaCore Hotels

Memberships

- Member of Hospitality Management Association since 2014

Languages

- English—Native

- Spanish—Advanced

Interests

- Yoga Instructor - Organized yoga classes twice a week at local park