**RESUME**

**Roxanne B. Savory**

**Address:**

**# 14 Jean Avenue,**

**Diego Martin. Trinidad**

**Mobile: (868) 488-5593/ 373-6195**

**Email: roxibeaton@gmail.com**

**WORK EXPERIENCE**

January 2010 – Nov.2016

**The Hotel Normandie Ltd.**

# 10 Nook Avenue, St. Anns

Port of Spain.

Phone: 624-1181/ 387-1243

Job Title: Front Desk Agent

6 years work experience as Front Office Associate / Night Auditor / Junior Supervisor at the Hotel Normandie.

Job Description:

Ensuring Outstanding Customer Care at all times. Primarily supervising front office team members to ensure efficient and smooth operations for producing excellent feedbacks and guest satisfaction. Respond in a professional and courteous manner to arriving, departing and in-house guests by providing accurate and timely information and services.

Shift duties include:

* Maintain a friendly, cheerful and courteous demeanor at all times.
* Courteously and accurately answer inquiries from potential guests, and accept hotel reservations.
* Respond to telephone and in-person inquiries regarding reservations, hotel information and guest concerns.
* Use positive selling techniques to sell room nights, increase occupancy and revenue.
* Supervise daily shift process ensuring all team members adhere to standard operating procedures.
* Resolve customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
* Adhere to company Credit card payments and all pre –auth transaction policies.
* Allocate rooms to expected arrivals after checking the guests preferences and special requests.
* Ensure hotel charges are processed diligently to guest's accounts, invoices are accurate, billing instructions are verified, all necessary supporting bills and vouchers are attached for direct settlements.
* Build strong relationships and liaise with all other department's especially Housekeeping, Sales & Marketing and the Restaurant
* Assist with incoming & outgoing calls, setting wake-up calls, arranging transport for guests as per their requests etc.
* Confirm bills and folios are posted correctly for post-stay company billing.
* Control all cash transactions at the front desk including all local and foreign disbursements.
* Supervise the operations of the front desk to ensure an optimal level of service and hospitality is provided to the guests.
* Ensure Front office log book is always updated and appropriate action is followed up in a timely manner.
* Ensures safety by following guest check in procedures according to company policy.
* Any other duties assigned from time to time.

.

EXPERIENCE:

2004 -2007 Pharmaco Industries Limited

**Customer Sales Supervisor**

* Answer the switchboard and respond to customer queries and transfer call appropriately to other departments.
* Communicated on a daily basis with various Pharmacies, Government institutions, Medical Practitioners and Medical Institutions regarding the company’s products and services.
* Assisted management with tendering process
* Assisted in managing the company’s inventory to avoid out of stock issues
* Prepared documents such as quotations, invoices and Purchase Orders and ensured approval from management.
* Ensured customers orders were filled and that delivery was done on a timely basis.
* Supervised the daily operations of the retail department and resolved any issues that arose in a professional manner.
* Assisted with general upkeep and building maintenance.

1995 -2001 Computers & Controls Limited

Edward Street, Port of Spain

**Administrative Assistant**

* Compose correspondences/reports for Financial Controller
* Assist Sales Representatives with tender documents
* Responsible for all local purchases
* Responsible for the maintenance and upkeep of company vehicles
* Respond to correspondences via email and answer to customer queries via telephone
* Responsible for cash float
* Assist the Finance Department to write cheques and to log them accordingly.

COLLEGE EDUCATION:

**The Christ Church Secondary School – Georgetown, Guyana**

Qualifications:

GCE O’ Levels: History, English Language, English Literature

Art, Economics

Certified Executive Assistant Certificate from Institute of Training and Development (INTAD)

Certificate in Computer Literacy from The Stenotype College

Certificate in Health & Wellness from the Arthur Lok Jack Institute

Certificate in Business Management from NEDCO

SKILLS

A positive attitude, and excellent communication skills.

Experience of motivating and leading a winning team.

Ability to remain calm whilst under pressure.

Computer Knowledge and experience in MS office programs.

Familiar with most telephone systems and typing.

References:

Leslie Samuel – HR Manager

Hotel Normandie

624-1181 / 770-3212

Patricia Richardson – Manager

First Citizens Bank

One Woodbrook Place

622-7142 / 782-5238

Natalie Smith – Consultant

329-0299