**Hospitality (Hotel Front Desk)**

**Resume Sample**

1400 Fermi Street,

Denver, CO 44389

(332) 332-2332

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*Hotel Front Desk Clerk with over 6 years of experience in assisting in the efficient management of hotel operations. Seeking to apply my knowledge of hotel logistics and customer service best practices to the Hotel Receptionist role at your resort. Possess a Master of Arts in Hotel Management.*

# Professional Experience

## mandalay hotel, denver, co

## Front Desk Receptionist, May 2013 – Present

* Maintain a comprehensive and detailed record of all 600 rooms using Oracle’s OPERA software
* Arrange guest transportation to various venues as well as tours of attractions in the greater Denver area
* Coordinate the placement of complimentary flowers, gift baskets, and champagne for newly arriving guests, increasing the guest satisfaction rate by 35%
* Facilitate the cashing of travelers checks for out of town guests

## Hotel Pierre, Billings, Mo

## Assistant Hotel Clerk, August 2010 – April 2013

* Arranged for the provision of safe deposit boxes and other security precautions for storing hotel guest valuables
* Managed room changes for hotel guests with as little disruption as possible regardless of the reason
* Supervised 10+ hotel maintenance and property staff and assigned them duties whenever they were required
* Ensured that the hotel was generally maintained in highly clean standards
* Recorded all guest payments and checked for the validity of all relevant guest identification and information when processing credit card payments to prevent fraud

# Education

## UNION COLLEGE, Lexington, KY

Master of Arts in Hotel Management, June 2010

## WASHINGTON UNIVERSITY, St. Louis, MO

Bachelor of Arts in Business Administration, June 2009

# Additional Skills

* Expert knowledge of ASI FrontDesk, OPERA, and InnQuest roomMaster
* Microsoft Office Suite (Publisher, Outlook, Excel, Word)
* Familiar with Private Automatic Branch Exchange Systems (PABX)