

ALICE LEE

Professional and courteous hotel bilingual front desk clerk with 8+ years of experience in the hospitality industry. Skilled at handling a variety of administrative tasks while providing optimal customer service to ensure smooth hotel operations. Works well under pressure while maintaining a positive and friendly attitude.

1 Main Street, Newport
Beach, CA 09876
alee@youremail.com
(123) 456-7890

PROFESSIONAL EXPERIENCE

FRONT DESK CLERK

Milton Grand Hotel, Los Angeles, CA
December 2014 - Present

- ◆ Manages front desk for a 600-room full-service four-diamond hotel
- ◆ Greets and assists all guests with enthusiasm and professional demeanor
- ◆ Checks guests in and out of rooms with speed and accuracy
- ◆ Works with housekeeping staff to ensure all rooms are cleaned and ready on time
- ◆ Ensures transportation of guests on the hotel shuttle to and from the hotel
- ◆ Fluent in English and Spanish

FRONT DESK CLERK

Embassy Express Suites,
Los Angeles, CA
October 2012 - December 2014

- ◆ Handled front desk operations for a 250-room hotel
- Took reservations and checked guests in and out
- Provided information to hotel guests regarding dining, nearby attractions, amenities, and available rooms

EDUCATION

Associate Degree in Hospitality Management

Glendale Community College,
Glendale, CA
September 2010 - June 2012

High School Diploma

Newport High School,
Newport Beach, CA
September 2006 - May 2010

KEY SKILLS

- ◆ Outstanding communication skills
- ◆ Excellent organizational ability
- ◆ Adept at conflict resolution
- ◆ Reliable, flexible, and a good problem solver

CERTIFICATIONS

- ◆ Certified Front Desk Representative (CFDR), AHLEI, 2016