

Belinda Taylor

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Friendly and reliable front desk receptionist with 11 years of experience in the hospitality industry. Proven track record of handling all duties efficiently at various 5-star rated hotels. Skilled in both oral and written communication. Fluent in English, Spanish, and French.

Key Skills

- Verbal and written communication
- Friendly and approachable
- Computer Reservation System knowledge
- Organized and punctual

Professional Experience

Front Desk Receptionist

Milton Head Hotel, Boulder, CO / September 2016- Present

- Greet and welcome all visitors to the hotel
- Explain all hotel amenities to new guests and provide them with any important room information
- Answer all guest queries regarding hotel amenities and local attractions
- Inform the maintenance team of any issues found by guests
- Liaise with the housekeeping staff to ensure that rooms are ready for new guest arrivals
- Inform guests about payment methods and process any required payments
- Won Employee of the Year in 2018 and 2020

Front Desk Receptionist

Mountain Ski Villas, Boulder, CO / July 2010 - September 2016

- Ensured hotel compliance with all state and federal safety policies
- Confirmed reservations for conference bookings and reserved activities for event attendees
- Greeted guests and informed them about the hotel amenities and local attractions
- Implemented a new online booking system that increased reservations by 22%
- Answered guest questions regarding hotel amenities and local attractions

Education

Associates Degree in Hospitality Management

Central Colorado Community, Boulder, CO, September 2008 ■ June 2010