

Work Experience

Front Desk Clerk

Worldwide Hotels, New York, NY | January 2019 to May 2022

- ◆ Provided prompt, courteous service while helping guests check In and out of the hotel
- ◆ Answered calls and provided information on hotel pricing, services, amenities, and room availability
- ◆ Entered guest bookings into the tracking system based on email and phone registrations
- Made guests' reservations at local tours, restaurants, museums, and movie theaters
- ◆ Offered directions and called taxis for on-site visitors as needed

Highlights:

- ◆ Ranked #3 on a 10-person team for efficient, error-free guest reservations
- ◆ Took on leadership role helping train and mentor new hires

Education

Candidate: Bachelor of Science (BS) - Hospitality Management

XYZ University, New York, NY | expected May 2023

- Dean's List all semesters, with a 3.9 major GPA and 3.8 combined GPA to date
- Captain, Volleyball Team

Mina Sayed

New York, NY 12345
(123) 456-7890
mina@example.com
[LinkedIn](#)

Motivated student currently completing Bachelor s' Degree with honors in Hospitality Management. Strong recent hospitality experience serving customers and training new hires at a large popular hotel. Adapt readily to new work challenges and industry conditions. Bilingual: Fluent in English and French.

Key Skills

- Customer Service & Relations
- Data Entry & Updating
- Hospitality Operations
- Inventory Monitoring
- ◆ Reporting & Documentation
- Team Collaboration

Language

- Fluency in French