

Salena Smith

Orlando, FL

salenasmith4_2x9@indeedemail.com - 4077481226

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Front Desk Supervisor

LaQuinta Inn and Suites Orlando Airport - Orlando, FL -

2016-06 - Present

Welcome and register guests expeditiously, provide information to guests as needed, obtain identification and credit/check approval as directed by hotel policy.

Verify rate and departure date.

Confirm and modify information required to complete the registration process per hotel procedures.

Check departing guests out of the hotel as per hotel procedures.

Post charges to individual room or master account.

Complete tasks on daily checklist.

Communicate with other hotel departments to maintain a high level of guest satisfaction.

Adhere to policies regarding handling of employee's cash bank.

Reconcile all charges and cash received during shift.

Assist with reservations as needed, and answering phones.

Ensures total guest satisfaction.

Staff Supervisory Responsibilities

Medical Authorization Representative/Front Desk

The Birth Place - Orlando, FL -

2013-06 - 2016-04

Check in; check out, Schedule appointments, Answer telephone calls, Prepare charts; insurance verifications using Availity and Navinet, Collected applicable co-pay; deductible and/or coinsurance amounts from patients; posted payments, Medical Records, Collections

Front desk agent

Laquinta - Melbourne, FL -

2011-05 - 2013-06

Greets guests courteously upon arrival, receives, validates and posts to respective ledgers, payments of outstanding accounts or deposits from Hotel guests made in person or through collectors in a polite and friendly manner. Assigns rooms for arriving guests, removes and arranges charge checks and vouchers coming from different sales outlets and posts the same to their respective ledgers. Promotes next destination sales upon check in, counts money received to verify amount received and issues appropriate receipts.

EDUCATION

AA in General studies

Brevard community college - Cocoa, FL

2009 - 2011

Diploma in General studies

Rockledge High School - Rockledge, FL

2005 - 2009

BA in Business Management

University of Central Florida - Orlando, FL

2016-08

SKILLS

Excel, Microsoft Office, Customer Service Skills, Collections

CERTIFICATIONS/LICENSES

CPR

2011-03 - Present