1. Coordinated with ramp agents to successfully store, remove and transport customer baggage.
2. Used airline computer system to create airline tickets and boarding passes.
3. Addressed passengers' concerns about delayed and canceled flights and resolved issue through [Action].
4. Operated PA system to make announcements regarding flight activity.
5. Operated specialized weighing and screening equipment to weigh and screen passenger luggage.
6. Used [Software] to prepare pre-departure and post-departure reports and passenger manifests.
7. Introduced complex baggage screening system, increasing screening accuracy by [Number]%.
8. Provided passenger assistance at ticket counter and gate areas by issuing tickets, checking baggage and assigning seats.
9. Recommended [Type] corrective measure to handle customer complaints, decreasing complaints by [Number]%.
10. Resolved customer requests, questions and complaints by analyzing individual situations and determining best use of resources.
11. Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
12. Provided follow through on all calls with confirmations and dissemination of requested information.
13. Verified identification and travel documents to efficiently board passengers for on-time departure.
14. Utilized [Software] to input all key data into hotel's database system.
15. Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.
16. Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs.
17. Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
18. Prepared customer invoices, accepted payments and processed refund and cancellation requests.
19. Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.
20. Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.