1. Booked large groups for weddings, seminars, conferences and other events, providing best available room rates.
2. Oversaw day-to-day operations of brand new, [Number]-room hotel with staff of [Number] employees.
3. Hired and trained new employees, demonstrating best methods for serving clients and guests.
4. Streamlined [Type] process, budgets, and procurement strategies, leading to [Number]% bottom-line improvement.
5. Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.
6. Managed inventory by verifying and signing for delivery dockets, ordering supplies, checking quality and freshness of products, and performing daily inventory counts.
7. Greeted and assisted guests by gathering information pertaining to reservations or requests.
8. Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
9. Overhauled existing technical systems through execution of system upgrade from [System] to [System].
10. Supervised team of [Number] front desk agents and helped to resolve issues arising during shifts.
11. Marketed and coordinated banquet rooms for social events and business meetings, increasing total revenue [Number]%.
12. Supported recruiting team by building pipeline of top talent through multiple sourcing channels, including [Type] and [Type] channels.
13. Conducted [Number] property inspections nightly to verify staff efficiency and exceptional guest accommodations.
14. Maintained positive lobby presence through [Action] and [Action].
15. Participated in opening and closing procedures by prepping inventory sheets, balancing inventory to cash and closing out point-of-sale systems.
16. Created [Type] procedures for handling reservations, cancellations and no-shows, reducing errors [Number]%.
17. Performed front office maintenance duties by organizing and cleaning desk spaces, replenishing office supplies and [Action].
18. Developed [Type] and [Type] skills under guidance of General Manager and other departmental leaders through hands-on work and shadowing.
19. Answered [Number] telephone calls and emails per [Timeframe] to assist customers in making reservations.
20. Used [Software] to enter and maintain up-to-date information for each hotel room and guests.