1. Oversaw day-to-day operations of brand new, [Number]-room hotel with staff of [Number] employees.
2. Booked large groups for weddings, seminars, conferences and other events, providing best available room rates.
3. Supervised team of [Number] front desk agents and helped to resolve issues arising during shifts.
4. Greeted and assisted guests by gathering information pertaining to reservations or requests.
5. Overhauled existing technical systems through execution of system upgrade from [System] to [System].
6. Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
7. Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.
8. Streamlined [Type] process, budgets, and procurement strategies, leading to [Number]% bottom-line improvement.
9. Offered appropriate reservation options based on expected attendees when coordinating events.
10. Hired and trained new employees, demonstrating best methods for serving clients and guests.
11. Increased customer service ratings through personable service.
12. Provided exceptional service and assistance to guests upon check-in.
13. Prepared monthly resort audits and assimilated to [Job Title] and [Job Title] for review.
14. Coordinated with waitstaff to regularly clean buffet areas and refill hot and cold items quickly.
15. Prepared bills for customers and delivered to rooms on day of check-out.
16. Provided services efficiently and with high level of accuracy.
17. Used critical thinking to break down problems, evaluate solutions and make decisions.
18. Promoted hotel brand by incorporating [Type] program, resulting in [Number]% increase in new business.
19. Resolved conflicts and negotiated mutually beneficial agreements between parties.
20. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.