1. Greeted and assisted guests by gathering information pertaining to reservations or requests.
2. Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
3. Hired and trained new employees, demonstrating best methods for serving clients and guests.
4. Booked large groups for weddings, seminars, conferences and other events, providing best available room rates.
5. Oversaw day-to-day operations of brand new, [Number]-room hotel with staff of [Number] employees.
6. Overhauled existing technical systems through execution of system upgrade from [System] to [System].
7. Streamlined [Type] process, budgets, and procurement strategies, leading to [Number]% bottom-line improvement.
8. Supervised team of [Number] front desk agents and helped to resolve issues arising during shifts.
9. Increased customer service ratings through personable service.
10. Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.
11. Offered appropriate reservation options based on expected attendees when coordinating events.
12. Prepared bills for customers and delivered to rooms on day of check-out.
13. Provided services efficiently and with high level of accuracy.
14. Coordinated with waitstaff to regularly clean buffet areas and refill hot and cold items quickly.
15. Prepared monthly resort audits and assimilated to [Job Title] and [Job Title] for review.
16. Provided exceptional service and assistance to guests upon check-in.
17. Successfully maintain clean, valid driver's license and access to reliable transportation.
18. Promoted hotel brand by incorporating [Type] program, resulting in [Number]% increase in new business.
19. Worked with [type] customers to understand needs and provide excellent service.
20. Handled day-to-day running of [project or department or task], ensuring high levels of productivity and progression.