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. Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.
5. Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
6. Greeted and assisted guests by gathering information pertaining to reservations or requests.
7. Overhauled existing technical systems through execution of system upgrade from [System] to [System].
8. Hired and trained new employees, demonstrating best methods for serving clients and guests.
9. Provided exceptional service and assistance to guests upon check-in.
10. Streamlined [Type] process, budgets, and procurement strategies, leading to [Number]% bottom-line improvement.
11. Coordinated with waitstaff to regularly clean buffet areas and refill hot and cold items quickly.
12. Increased customer service ratings through personable service.
13. Provided services efficiently and with high level of accuracy.
14. Promoted hotel brand by incorporating [Type] program, resulting in [Number]% increase in new business.
15. Prepared monthly resort audits and assimilated to [Job Title] and [Job Title] for review.
16. Offered appropriate reservation options based on expected attendees when coordinating events.
17. Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
18. Prepared bills for customers and delivered to rooms on day of check-out.
19. Demonstrated respect, friendliness and willingness to help wherever needed.
20. Eliminated downtime and maximized revenue by providing top project quality control.