1. Established internal databases and record management systems to enhance accuracy and integrity of all documentation and data.
2. Greeted and assisted guests by gathering information pertaining to reservations or requests.
3. Streamlined [Type] process, budgets, and procurement strategies, leading to [Number]% bottom-line improvement.
4. Supervised team of [Number] front desk agents and helped to resolve issues arising during shifts.
5. Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
6. Oversaw day-to-day operations of brand new, [Number]-room hotel with staff of [Number] employees.
7. Booked large groups for weddings, seminars, conferences and other events, providing best available room rates.
8. Overhauled existing technical systems through execution of system upgrade from [System] to [System].
9. Led [type] team in delivery of [type] project, resulting in [result].
10. Hired and trained new employees, demonstrating best methods for serving clients and guests.
11. Successfully maintain clean, valid driver's license and access to reliable transportation.
12. Conducted research, gathered information from multiple sources and presented results.
13. Received and processed stock into inventory management system.
14. Prepared a variety of different written communications, reports and documents to ensure smooth operations.
15. Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
16. Maintained excellent attendance record, consistently arriving to work on time.
17. Delivered exceptional level of service to each customer by listening to concerns and answering questions.
18. Improved [type] through consistent hard work and dedication to [project or department or task or customer].
19. Developed and implemented performance improvement strategies and plans to promote continuous improvement.
20. Collaborated with [department or management] to achieve [result].