
Assistant Front Office Manager Resume

Job Objective

To enhance my skills and further my career by filling the position of Assistant Front Office Manager in well-established organization.

Highlights of Qualifications:

- Huge experience in managing hotel operations
 - Deep knowledge of various hotel departments
 - Remarkable ability to resolve problems with standardized solutions
 - Exceptional ability to work on weekends and extra hours
 - Skilled to use basic math in various operations
 - Ability to read and comprehend simple instructions and memos
 - Familiarity in writing reports and all business correspondence
 - Ability to compute rate, ration, and percent
 - Proficient in interpreting oral and written instructions
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Professional Experience:

Assistant Front Office Manager

Omni Hotels, Corona, NY

October 2008 – Present

- Monitored guest requests and resolved all complaints received to maintain customer satisfaction.
- Developed and managed all guest rooming procedures.
- Ensured compliance to all hotel cashier and credit policies.
- Analyzed credit limit report on everyday basis and ensured timely payments for all.
- Ensured optimal levels of customer satisfaction and communicated with guest on same.
- Hired and interviewed various personnel for guest services staff.
- Administered occupancy status for all rooms.
- Performed troubleshoot on various administrative systems such as call accounting and key encoding for guests.

Front Office Supervisor

Morgans Hotel Group, Corona, NY

August 2003 – September 2008

- Supervised working of front office staff and assisted in registration of hotel guests.
- Monitored all guest complaints and managed all front desk agents.
- Trained all front desk members, concierge and guest service team in all activities.
- Coordinated with various departments and ensured scheduled room changes.
- Performed and ensured efficient prices of all express check outs.
- Assisted front desk and prepared hotel for sold out nights.

Front Desk Clerk

Grand Hotels, Corona, NY

May 1998 – July 2003

- Managed registration process of all guests in and out of hotel.
 - Assisted guests in registration and directed to various areas of hotels.
 - Administered all bookings and reservations made by guests.
 - Coordinated with housekeeping team and ensured clean room for guests.
 - Monitored all phone calls and answered inquiries such as availability and promotions.
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Education:

Bachelor's Degree in General Management

Lebanon Valley College, Annville, PA

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