
Front Desk Officer Resume

Job Objective

Front Desk Officer seeking position with organization that has the potential for career growth possibilities.

Highlights of Qualifications:

- Familiar with scheduling patients on a computerized system
 - Knowledge of insurance verification and collection of co-payments
 - Strong working knowledge of computer
 - Ability to work for long time
 - Excellent communication skills
 - Superb ability to work independently
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Professional Experience:

Front Desk Officer
Starwood Hotels, Indianapolis, IN
August 2005 – Present

- Registered and assigned rooms to guests as per quoted rates.
- Coordinated between the Front Desk and the Housekeeping Department.
- Ensured correct charges and credits are posted to the corresponding guest folio.
- Ensured all cash and cash equivalents are accounted for and balanced at the beginning and end of each work shift.
- Responded to guest inquiries efficiently and appropriately.
- Provided administrative, reception and program support to management and staff.

Front Desk Officer
Hilton Hotels Corporation, Indianapolis, IN
May 2000 – July 2005

- Managed incoming and out going calls through EPBAX.
 - Provided necessary supports to visitors at Reception Desk.
 - Managed incoming and out going couriers.
 - Arranged meetings and conferences during client visit
 - Supervised housekeeping services, cafeteria and food management services
 - Managed all day to day operations of facility and transport of visitors and guests
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Education:

Associate Degree in Hospitality Management
Mercer County Community College, Trenton, NJ

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