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## Front Desk Representative Resume

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### Job Objective

Searching for the right opportunity to enhance my skills and broaden my experience by filling the position of Front Desk Representative being offered by your company.

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### Highlights of Qualifications:

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- Extensive experience in cash handling and customer service
  - Ability to operate computers and office equipment
  - Ability to respond to guest needs, special requests and complaints
  - Ability to process guest registrations, including collecting payment
  - Ability to manage flexible schedules and lifting items weighing 50 pounds
  - Ability to stand for long hours and handle objects, products and computer equipment
  - Superior interpersonal, problem solving, written and oral communication skills
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### Professional Experience:

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Front Desk Representative  
Dhaliwal Enterprises, Smyrna GA  
November 2006 – Present

- Handled greeting guests and registered and issued keys as well as managed queries from guests.
- Up-sold higher category rooms and executed cash and credit card transactions.
- Managed guest safe-deposit boxes and coordinated with management.
- Handled guest complaints efficiently and even executed bookings and cancellations.
- Coordinated with various departments and even managed various assigned duties.

Front Desk Representative  
Highline Imports, Smyrna GA  
February 2001 – October 2006

- Maintained property information and even registered customers.
  - Managed complimentary dollars issued and kept up with customer profitability.
  - Maintained cash bank and handled regular deposit of funds in hotel bank.
  - Handled baggage arrangements and authorized for customer check out and payments.
  - Answered customer inquiries and managed in-house procedures and ensured security of customers and employees.
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### Education:

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Bachelor's Degree In Hotel Management  
Western Washington University, Bellingham, WA

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