
Front Office Agent Resume

Job Objective

Seeking a position as Front Office Agent where I can utilize my knowledge and experience in reputed organization.

Work Experience:

Front Office Clerk, May 2004 – Present
Hyatt Hotel and Resorts, Madison, FL

- Campaigned to check guests in and out, in a speedy, efficient and friendly matter according to Front Office Service Standards.
- Administered the guest registration process and communication of hotel services and promotions.
- Attended and managed to take care of general guest complaints and issues.
- Processed forms of payment and responded to guest inquires.

Front Office Clerk, March 2002– April 2004
Resort at Squaw Creek, Madison, FL

- Focused on checking guests in and out and monitored monies transactions.
 - Maintained positive relationship with guest all the time.
 - Resolved guest complaints to provide satisfaction to guest.
 - Coordinated with the assigned bank and ensured accuracy in contract documents.
 - Maintained secrecy of guest and hotel data.
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Summary of Qualifications:

- Remarkable experience in delivering excellent customer services and cash handling
 - In-depth knowledge of basic accounting and city attractions
 - Excellent verbal and written communication skills
 - Ability to assist guests with questions, directions, check-in and check-outs
 - Ability to stand for long periods of time
 - Proficient in Typing and using 10-key
 - Proven ability to make change quickly and accurately
 - Sound customer service skills
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Education:

Associate Degree in Public Relations, South Louisiana Community College, Lafayette, LA

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