
Group Rooms Coordinator Resume

Job Objective

To obtain a Group Rooms Coordinator position and to contribute to the success and reputation of the company.

Work Experience:

Group Rooms Coordinator, May 2004 – Present
Kobra, Henderson, NC

- Provided useful information to guests regarding the hotel services.
- Obtained the necessary information from the guests, entered it into the PMS and generated PMS reports.
- Handled incoming reservations via mail and in-house correspondence.
- Mailed confirmation and literature and monitored group blocks accuracy.
- Coordinated with customers and reservation manager via file trace system.

Group Rooms Coordinator, March 2002 – April 2004
Mirinda,inc., Henderson, NC

- Reviewed and ensured proper processing billing and rooming lists.
 - Identified, blocked and processed staff and VIP lists with each group.
 - Ensured appropriate information is available for individual call-in groups.
 - Monitored Housing Bureau picks up and communicated with management.
 - Blocked special request reservations and suites.
 - Maintained clean and well-organized work station.
 - Filed daily reservations and other correspondence.
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Summary of Qualifications:

- Strong administrative experience in documenting and following up on specials requests
 - Good knowledge of city and its attractions
 - Superior customer service skills
 - Proficient with Microsoft Office, Outlook, Word, Excel
 - Excellent communication and organizational skills
 - Solid mathematical and computational skills
 - Ability to stay calm, focused and organized in a crisis situation
 - Ability to deal effectively with owners, guests and co-workers
 - Remarkable ability to effectively speak, read, write in English and Spanish
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Education:

Bachelor's Degree in Business, Central Washington University, Washington, WA

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