
GUEST SERVICE ASSISTANT RESUME

Objective:

To obtain the position as Guest Service Assistant to ensure the smooth and conflicts free functioning of all operations of the organization.

Summary of Skills:

- Ability to understand and follow oral and written instructions
- Ability to effectively interact with patients, families, physicians and nursing staff
- Ability to identify patients and visitors who are in need of guest services
- Ability to accurately triage inquiries and follow up on the progress
- Strong customer service skills and willingness to serve the public

Work Experience:

Guest Service Assistant
Cleveland Clinic, Boxboro, MA
August 2005 to till date

- Collected cash and credit card payments for admission tickets.
- Provided general information to guests, answered questions and provided directions.
- Interacted with guests courteously and professionally to enhance the visitor experience.
- Overseen the compilation of weekly reservations, inventory efficiencies, occupancy and statistics and reports.
- Transmitted messages using equipment such as telephone, fax and switchboard.

Guest Service Assistant
Gordmans, Boxboro, MA
May 2000 to July 2005

- Prepared, confirmed and cancelled reservations for guests.
- Deposited guest's valuables in hotel safe or safe-deposit box.
- Determined work procedures, prepared work schedules, and expedited workflow.
- Overseen time and personnel records and preparation of payrolls.
- Assisted in hiring, training and discharging workers.

Education:

Associate degrees in Customer Service
University of Iowa, Iowa City, IA

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