
Guest Services Associate Resume

Job Objective

To obtain a Guest Services Associate position and utilize my experience and skills for the successful completion of each job task.

Summary Skills:

Remarkable front desk experience in a hospitality and hotel environment
Skilled in bookkeeping and cash handling
Proficient with Reservation software and Microsoft office Suite
Ability to work under demanding environment
Ability to multi-task effectively
Excellent verbal and written communication skills
Strong organization and time management skills
Good interpersonal skills and listening skills

Work Experience:

Guest Services Associate, August 2005 to till date
Optimum Health Institute, Luling, LA

- Greeted guests and issued room keys.
- Handled guest requests and ensured that appropriate actions have been taken.
- Assisted customers with resort's amenities and services.
- Assisted in check-out procedures and collecting payments.
- Ensured all cash receipts and work performed were evenhanded.
- Distributed guest and staff mail and messages as necessary.

Guest Services Associate, May 2000 to July 2005
PetSmart Store Support Group, Inc., Luling, LA

- Made guest reservations and executed the proper functions of the reservation system.
 - Handled information and guest records confidentially.
 - Maintained cash flows, registration and reservation cards.
 - Assisted guests in all inquires pertaining to hotel services; registration of guests; and travel directions.
 - Ensured replenishment of continental breakfast as needed.
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Education:

High School Diploma, Long Trail School, Dorset, VT

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