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## Head Receptionist Resume

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### Job Objective

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Dependable and dedicated worker searching for a well-established company in which to fill the position of Head Receptionist.

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### Highlights of Qualifications:

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- Remarkable supervisory and receptionist experience
  - Outstanding knowledge of the administrative and clerical principles
  - Profound knowledge of principles and procedures of customer service
  - Familiarity with administrative practices, procedures, and guidelines
  - Ability to multitask and prioritize the work
  - Ability to provide premium quality service to the clients
  - Proficiency in using various computer related applications
  - Excellent Typing skills (60 words per minute)
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### Professional Experience:

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Head Receptionist, August 2005 – Present  
IKON Office Solutions, Inc., Los Angeles, CA

- Resolved all complaints and problems of the guests during check in.
- Managed the working of the reception staff, ensured that they properly dressed at all times.
- Greeted the guests in a pleasant manner and assisted them in filling all the necessary registration forms in accordance to the law.
- Monitored the reservation of rooms, allocated rooms and made necessary arrangements for the VIP guests.
- Maintained a guest register and send copies to the various departments by the end of the day.
- Evaluated the working of the staff on a regular basis and identified the areas of development.
- Trained the reception staff in greeting the guests and maintained the registers.

Head Receptionist, May 2000 – July 2005  
BayCare, Los Angeles, CA

- Greeted all visitors in a pleasant manner and handled all queries as appropriate.
  - Provided support to the management teams such as travel and restaurant bookings.
  - Trained the staff at the reception to receive guests and provide necessary assistance.
  - Prepared records of the taxis arranged for the guests and maintained a log for the same.
  - Maintained the inventory for the stationery and made purchases accordingly.
  - Ensured that the reception and conference rooms are always clean.
  - Monitored all the invoices and kept a record of the same.
  - Performed the necessary research for sourcing supplies from outside vendors.
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### Education:

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Associate Degree in Business Management, Alamance Community College, Graham, NC

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