
Hotel Desk Clerk Resume

Job Objective

To obtain a Hotel Desk Clerk position in a company that will allow me to grow with the company.

Work Experience:

Hotel Desk Clerk, May 2004 – Present
Hampton Inn, Dalton, GA

- Welcomed guests with warm greetings and responded to their queries and requests.
- Verified pre-registrations; assigned rooms; obtained information and signatures; issued door cards and assisted guests in the completion of forms.
- Managed to orient guests for use and availabilities of varied facilities.
- Provided statements of non-availability and posted registration information.
- Issued room keys, computed charges for guests checking out, received payment and rendered receipts.
- Ensured accurate accounts check at the end of shift and secured cash.

Hotel Desk Clerk, March 2002– April 2004
Skagit Valley Casino Resort, Dalton, GA

- Provided information to guests by answering inquiries regarding hotel, its services like entertainment, shopping, business and travel.
 - Managed to direct guests to room with hotel map and guided them through.
 - Conveyed information by receiving and transmitting messages, mail, facsimiles and packages.
 - Maintained manual and computed records.
 - Secured guest's valuables with safe deposit box and locker.
 - Established credit by verifying credit cards and obtaining cash.
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Summary of Qualifications:

- Ability to manage all front desks and guest services positions
 - Strong ability to understand and carry out instructions
 - Ability to talk to others to convey information effectively
 - Excellent communication skill to maintain good relations with customers
 - Ability to work closely and cooperatively with fellow employees and guest
 - Immense ability to handle financial transactions
 - Deep sense of cleanliness, neatness, honesty and reliability
 - Ability to perform complex data entry tasks
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Education:

Associate Degree in Public Relations, Central Piedmont Community College, Charlotte, NC

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