
Hotel Front Desk Agent Resume

Job Objective

To obtain a Hotel Front Desk Agent position in a highly reputed organization.

Work Experience:

Hotel Front Desk Agent, May 2004 – Present
Sage Hospitality Resources, Alicia, AR

- Maintained exemplary telephone etiquette.
- Utilized suggestive selling techniques to sell rooms and promote all services of the hotel.
- Handled mail, package, and message with due procedures.
- Reported any abnormal patient condition to manager.
- Ensured to balance each clerk's shift reports and deposits.
- Focused on cash-handling policies and procedures.

Hotel Front Desk Agent, March 2002– April 2004
Wyndham Phoenix, Alicia, AR

- Verified accuracy, completeness and legibility of accounting, reservations and guest service records.
 - Balanced guest, city, and advance ledgers and prepared credit card and/or cash deposits.
 - Facilitated to answering all phone calls; setting and placing wake up calls; sending and receiving faxes.
 - Ensured guest requests are met, billing instructions are followed, and valid method of payment established.
-

Summary of Qualifications:

- Vast hotel front desk and PMS computer experience in the hospitality industry
 - In-depth knowledge of all emergency procedures and Resort policies
 - Extensive knowledge of check-in and check-out procedures
 - Familiarity with daily hotel occupancy reports, status of rates and rooms available
 - Amazing ability to manage stressful situations calmly
 - Excellent oral and verbal communication skills
 - Proven ability to solve problems and resolve guests issues
-

Education:

Associate Degree in Public Relations, Kansas City Kansas Community College, Kansas City, KS

[Build your Resume Now](#)