
Hotel Front Desk Clerk Resume

Job Objective

Seeking a Hotel Front Desk Clerk position that offers an immediate challenge, career opportunity, and advancement.

Work Experience:

Hotel Front Desk Clerk, May 2004 – Present
Interstate Hotels & Resorts, Lynnwood, WA

- Assisted guests with general services such as check-in, check-out, billing and other general queries.
- Ensured that all wake up calls are handled promptly and properly.
- Balanced accounts and managed restaurant credit card accounts.
- Prepared housekeeping and other reports; computed them and conducted ongoing verification of hotel security with others over two way radio system.
- Represented the hotel in regard to guest complaints and situations that require immediate attention.
- Ensured transportation of guest to and from the hotel and manage their luggage.

Hotel Front Desk Clerk, March 2002– April 2004
Crestline Hotels & Resorts, Lynnwood, WA

- Greeted and registered guests and assisted in room assignments.
 - Provided the highest quality of service to the customer at all times and maintained the hotel's standard of service and hospitality.
 - Handled guest registration and room assignments; pre-registrations, blocking reservations and cancellations.
 - Assisted customers in all inquiries in connection with hotel services, in-house events, directions, local attractions, check cashing and safety boxes.
 - Handled guest check-ins and check-outs.
 - Ensured accurate billing and payments.
 - Communicated with previous shift, organized shift and review reservations and updated contingency.
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Summary of Qualifications:

- Excellent knowledge of the hotel property, staff and cab service area
 - Able to multi tasks in different areas of hotel management
 - Ability to handle guest check-ins and check-outs efficiently
 - Thorough knowledge of all restaurant register systems, call accounting systems, in room movies and downtime procedures
 - Ability to stand for 8 hours a day and able to work on weekends
 - Ability to lift up to 50 lbs
 - Ability to understand written sentences and paragraphs in work related documents
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Education:

Associate Degree in Public Relations, Owens Community College, Perrysburg, OH

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