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## Hotel Greeter Resume

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### Job Objective

To obtain a job as Hotel Greeter and perform my duties with full dedication.

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### Highlights of Qualifications:

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- Substantial experience in maintaining high volume of guests coming to the hotel
  - Thorough knowledge of resolving client queries efficiently
  - Exceptional knowledge of resort setting and working
  - Ability to develop and maintain professional relationship with employees
  - Ability to provide optimal customer services to hotel guests
  - Solid understanding of hotel regulations and procedures
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### Professional Experience:

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Hotel Greeter  
Towne Park, Ltd., Eau Claire, WI  
August 2012 – Present

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### Responsibilities:

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- Evaluated everyday activity board and maintained knowledge of any special requirements from guests.
- Managed communication with owners, guests and peers for processes.
- Assisted guests with directions required within the hotel as well as outside.
- Provided assistance with check in processes to guests.
- Coordinated with colleagues and provided escort to guests as per requirement.
- Provided assistance to guests to help in moving the luggage to the room.

Hotel Greeter  
Ghirardelli Chocolate Company, Eau Claire, WI  
May 2009 – July 2012

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### Responsibilities:

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- Greeted every guest coming to the hotel and the pool area pleasantly.
  - Prepared reports for any incidents between guests and employees.
  - Ensured neat and clean hotel entrance and vehicles for transport.
  - Assisted guests with transport to local business area and attractions.
  - Provided assistance to guests in parking and coordinated with valet for it.
  - Monitored customer queries and provided appropriate resolution.
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### Education:

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Associate Degree in Hospitality  
South Puget Sound Community College, Olympia, WA

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