
HOTEL RECEPTIONIST CV

Hotel Receptionists are “frontlines” to customers since they are the ones directly interacting with the guests regarding room inquiries and reservations. When writing a Hotel Receptionist CV, start with an objective where you can summarize your customer relationship skills, effective oral and written communication skills, computer literacy and multi-tasking skills. Do not go into detail in discussing your strengths here as you can elaborate more of these on the skills profile section. Meanwhile, in presenting your work history, start with the recent one. Focus on discussing your tasks as a receptionist and try to avoid talking about general responsibilities. Let us take a look at the sample CV of a Hotel Receptionist below.

Tallulah Craft

1630 Auctor Avenue Portsmouth Hampshire DI20 1LHZIP1

Tel: 01628 273966 Email: [email]

Date of Birth: August 1st, 1993

OBJECTIVE:

My objective as a Hotel Receptionist is to deliver excellent customer service at all times to the guests. I can fulfill this by greeting guests upon arrival with gusto, observing phone etiquette, ensuring smooth checking in and out of guests and managing room reservations and cancellations properly. Part of my objective is to promote the hotel's facilities to the guest in the most polite and informative way I can. Not only that, I will also ensure safety of the guests by communicating with them the safety procedures and service standards of the hotel. I believe with these key strengths, I can achieve this objective.

EDUCATION:

A Levels in Spanish, French, Travel & Tourism

Bracknell and Wokingham College – Bracknell

September 2009 – June 2011

GCSE's in Maths, English Language, English Literature

Dwight School London – Barnet

September 2004 – June 2009

SKILLS PROFILE:

Hands on experience in administering front office functions for luxury hotel
Excellent knowledge of various reservation packages for customers
Remarkable knowledge of PMS system and updating it as per requirement
Ability to communicate with all internal and external guests over phone
Ability to pay attention to all guest requirements and try to resolve queries
Familiarity with Fidelio and Opera

WORK EXPERIENCE:

Hotel Receptionist

Premier Inn – Sutherland

November 2012 – Current

- Greeted all customers coming to the hotel and over the phone pleasantly.
- Administered hotel activities and ensured optimal standards.
- Managed and ensured smooth check in and check out of customers.
- Monitored all guest requests and whenever required promoted all hotel facilities.
- Reconciled all invoice payments and other cash activities in shift.
- Ensured compliance to all department policies and procedures.

Hotel Receptionist

Puma Hotels – Argyllshire

October 2011 – November 2012

- Supervised the arrival and departure of all guests coming into the hotel.
 - Monitored all reservations as per the appropriate reservation procedure.
 - Administered all guests and allocated room to guests.
 - Trained all front office staff and monitored performances.
 - Evaluated all guests payments and determined appropriate credit checking procedures.
 - Managed all queries coming from customers and provided appropriate reply.
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REFERENCES:

George Hotel
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