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## Hotel Reservations Agent Resume

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### Job Objective

To secure the position of Hotel Reservations Agent that will allow me to utilize acquired skills and experience.

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### Work Experience:

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Hotel Reservations Agent, May 2004 – Present  
The Charles Hotel, Lansing, KS

- Responded to telephone inquiries and reservation requests by explaining product and service options.
- Received and compiled needed information from customer.
- Provided appropriate and accurate hotel information by accessing data.
- Succeeded in capturing customer's attention to promote the hotel and its services.
- Negotiated rates and sells rooms maximizing revenues.
- Computed and recorded all special room requests and alerted front desk staff of special requests in order to ensure department follow-through and guest's satisfaction.

Hotel Reservations Agent, March 2002– April 2004  
The Garden City Hotel, Lansing, KS

- Campaigned to keep up-to-date on all local and hotel functions and services.
  - Provided assistance and information to all telephone inquiries.
  - Assisted with front desk clerk duties as required.
  - Computed tour reservations from the sales department utilizing hotel facility.
  - Provided assistance to other hotel staff.
  - Maintained a pleasant and courteous professional behavior all the time.
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### Summary of Qualifications:

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- Remarkable experience in front office and reservations
  - Sound knowledge of general hotel practices, billing and credit card procedures
  - Proficient with Outlook, Excel spreadsheets, Word documents and multi-line phone systems
  - Familiarity with Calypso booking system and Amadeus CRS system
  - Ability to maintain reservation system
  - Proven ability to communicate verbally and to follow written and verbal instruction
  - Ability to be uncomplaining when handling more than one call at a time
  - Friendly, enthusiastic and ability to work under pressure
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### Education:

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Associate Degree in Public Relations, Paradise Valley Community College, Phoenix, AZ

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