
Hotel Switchboard Operator Resume

Job Objective

To secure the position of Hotel Switchboard Operator in a reputable company that will allow me to utilize acquired skills and experience.

Summary of Qualifications:

- Hands-on experience working as a Hotel Switchboard Operator
 - Proficient with telephone switchboard and PBX equipment and systems
 - Profound ability to maintain a professional appearance and a cordial attitude towards all guests
 - Uncommon ability to multi-task while operating a switchboard and computer keyboard
 - Exceptional ability to handle the stress of high customer demand in a hospitality environment
 - Ability to answer a multi-line phone system and to work under pressure
 - Ability to read, write and speak effectively in English, Spanish and French
 - Excellent customer service skills and Phone skills
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Work Experience:

Hotel Switchboard Operator, May 2004 – Present
Loews Philadelphia Hotel, Corning, AR

- Operated switchboard, intercommunication system and two-way means of communication.
- Furnished information and phone numbers to callers as requested
- Inquired to pass on the caller to appropriate resort employees.
- Maintained, published and distributed critical telephone number lists to staff as required.
- Posted housekeeping staff to guest rooms when required.

Hotel Switchboard Operator, March 2002– April 2004
Davidson Hotel Company, Corning, AR

- Maintained current back-up report of an alphabetical listing of all guests.
 - Received and distributed faxes to guests and appropriate departments within the hotel.
 - Produced appropriate reports for the proper functioning of the department.
 - Maintained checked-out registration cards in alphabetical order according to check-out date.
 - Checked all trunk lines and performed other tests to ensure the telephone system is properly functioning.
 - Insured that guest name and room number is confirmed at time order is up.
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Education:

Associate's Degree in Hospitality Management, Seattle Pacific University, Washington, WA

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