
Hotel Telephone Operator Resume

Job Objective

To obtain a Hotel Telephone Operator position in a company that will allow me to grow with the company.

Summary of Qualifications:

- Remarkable telephone switchboard experience working at the reception
 - Ability to Input and write messages using proper grammar and spelling
 - Skilled in assisting guests with directions and other required information
 - Ability to direct caller to appropriate extension or room
 - Familiarity with answering, recording, logging, and processing all guest calls, requests, questions, and concerns
 - Expert in making wake up calls, screening calls, do not disturb, call forwarding, conference calls
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Work Experience:

Hotel Telephone Operator, May 2004 – Present
Palm Grove Beach Hotel, Milton, DE

- Attended wake-up and outgoing calls.
- Handled phone calls in the absence of proviso.
- Dealt with special requests from guests, booked theatre tickets and stored valuables.
- Answered questions about facilities in the hotel and the surrounding area.
- Dealt with complaints and problems and referred them to management.

Hotel Telephone Operator, March 2002– April 2004
Royal Orchid Hotels, Milton, DE

- Operated cord and cordless plug boards.
 - Managed other clerical duties as assigned.
 - Answered telephones, route and screen calls and greeted visitors.
 - Responded to inquiries from the public.
 - Provided information about the organization.
 - Assisted in overseeing access of visitors to ensure safety.
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Education:

Associate's Degree in Computer science, John F. Kennedy University, California, CA

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