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## Rooms Controller Resume

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### Job Objective

Seeking a Rooms Controller position with the perfect company that offers me the opportunity to learn and gain more experience in this field.

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### Highlights of Qualifications:

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- Profound knowledge of all hotel operations
  - Ability to perform basic math functions without the use of a calculator
  - Ability to effectively deal with internal and external guests
  - Ability to verify and adjust billing for guests
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### Professional Experience:

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Rooms Controller  
Omni Hotels, Pittsburgh, PA  
August 2005 – Present

- Notified Housekeeping of special requests, late checkouts, room changes and day-use rooms.
- Assisted Service Agents with all room changes, assured accurate status of all rooms.
- Attended to daily due-outs and all skips and sleeps, cleared system prior to end of each shift.
- Assisted at Front Desk by checking guests in and out during peak arrival and departure periods.

Rooms Controller  
Starwood Hotels & Resorts, Pittsburgh, PA  
May 2000 – July 2005

- Assured that guest needs and special requests are met.
  - Answered all phones directed to the Front Office.
  - Attended Housekeeping pre-shift to communicate information regarding groups, VIP guest and special requests.
  - Checked numbers for the day and post for the staff and to give to supervisors for pre-shift meetings.
  - Placed all guest requests to the housekeeping department, documented the request and guest follow up.
  - Checked in all unassigned rooms, made keys and gave key packets to Supervisor to bring to the front desk for customer pick-up.
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### Education:

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Bachelor's Degree in Hospitality  
Virginia State University, Petersburg, VA

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