

# RESUME\_TEMPLATE

## Hotel Receptionist

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### EDUCATION

2011-2013

**Hospitality Management -**  
George Washington University

2001-2011

**High School Diploma –**  
Washington High School

### COURSES

- Hotel Receptionist Training
- Clerical Office Skills
- Basic First Aid Administration Training

### SKILLS

- Bilingual (English and Spanish)
- Sensitivity to the needs of others
- Keen eye for details
- Ability to organize and prioritize tasks effectively
- Formal training in hotel service
- Friendly and outgoing personality
- Fantastic problem-solving skills
- Great interpersonal skills
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Great interpersonal, customer service, and leadership skills
- Ability to work independently
- Willingness to work long hours
- Ability to work under pressure and to multitask
- Resourcefulness and great communication skills

### OBJECTIVE

Order to move forward my professional career as a member of one of biggest hotel chains in the world and to get a regulatory or managerial post in the future; to contribute to the local tourism industry.

### EXPERIENCE

2017-Present

**HOTEL RECEPTIONIST –** Modern Court Hotel, Washington, DC

- Welcome and greet guests with great courtesy
- Manage room reservations using a computerized reservations system
- Address guests concerns and special requests in a professional and personable manner
- Ensure that guests are settled comfortably in their rooms, makes necessary adjustments if needed
- Help guests with their things including luggage and other valuables
- Get transport for customers and reservations in local restaurants
- Answer telephone calls and transfers these to guest rooms
- Take and relay telephone messages for hotel guests and others
- Prepare bills, handle and process checkouts, take payments
- Maintain the hotels business center and other units if necessary
- Communicate with housekeeping and maintenance staff to ensure that great quality service is provided to guests
- Deal with complaints and problems
- Answer queries of guests about various information and services of the hotel
- Do other administrative and hospitable functions assigned from time to time

2015-2017

**HOTEL ADMINISTRATIVE ASSISTANT –** Modern Court Hotel, Washington, DC

- Compiled and updates hotel files and reports
- Keeps records of room availability and guests' accounts
- Wrote reports and documentation on various concerns of staff and guests
- Arranged for tours, coordinated with tour operators
- Answered queries pertaining to services and facilities of the hotel; and other matters such as shopping, dining, and travel directions
- Made restaurant, entertainment, and transportation reservations
- Assisted other hotel staff such as the front desk regarding hotel guests' concerns
- Operated office equipment like facsimile, printers, photocopiers, scanners, and voice mail systems; arranged for the repair of this set of equipment.

2013-2015

**HOTEL RECEPTIONIST –** My Dream Hotel, Washington, DC

- Collect information needed by the hotel staff
- Prepared letters and other correspondences
- Did simple bank transactions and basic bookkeeping for the company
- Responsible for ordering tokens for guests such as complimentary flowers and wine
- Sorted and racked incoming emails
- Prepared documents and business forms required by the government for compliance
- Prepared agendas in staff meeting, wrote minutes and circulated these and other concerns to the staff
- Ran errands and delivered messages
- Did other administrative and logistical works