**HOSPITALITY RESUME**

45 Winfield Dr., Charleston, SC 90764

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(123)-456-789

**Objective**

Hospitality worker with 4+ years’ experience and a BA in Hospitality Management. Proven ability to run a hotel front desk, keep customers satisfied, and resolve conflicts. Responsible, knowledgeable, technically savvy, and perfectly suited for Three Seasons Charleston’s open Hotel Front Desk Manager job.

**Professional Experience**

**Old South Inn**

Charleston, SC

Front Desk Clerk

November 2018–Present

* Greet and register guests in a 200-room hotel using a point of sale (POS) terminal, memorizing faces and names to ensure personalized service throughout guest stays
* Maintain a 95%+ customer satisfaction rating with a metric covering categories such as friendliness, efficiency, helpfulness, and knowledgeability
* Balance $5000–$10,000 in cash at end of each shift and create reports to ensure accurate accounting of all transactions
* Trained 2 new front desk clerks in using POS terminals, room inspection, providing guest services, and online room reservation services
* Take and confirm reservations over phone, email, Airbnb app, and in person, avoiding reservation overlaps and hotel overbooking
* Refer and report customer inquiries and complaints to the appropriate departments, and offer free items and services to dissatisfied customers

**Charleston Place Hotel**

Charleston, SC

Bellhop

September 2016 - November 2018

* Transferred luggage and packages to and from rooms, loading areas, and vehicles by hand or using baggage carts in a 400-room hotel
* Supplied guests with directions and other travel information, such as available services and points of interest
* Trained 4 new bellhops in room maintenance, customer service skills, and cleaning tasks
* Assisted guests with special needs
* Delivered messages and room service orders, and ran errands for guests

**Education**

**The College of Charleston**

Charleston, SC

BA in Hospitality Management, June 2017

**GPA:** 3.7/4.0

**Additional Skills**

* Experience with common hotel management software: Inn Quest and ASI Front Desk
* Microsoft Office: PowerPoint, Word, Excel and Outlook
* 75 WPM typist