
Front Desk Agent Resume

Job Objective

To obtain a Front Desk Agent position and utilize my experience and skills for the successful completion of each job task.

Work Experience:

Front Desk Agent, May 2004 – Present
DuPont Company, Carson, CA

- Maintained up-to-date information on all resort comforts.
- Promoted hotel programs, special rate packages, and up grades when appropriate.
- Interacted with resort personnel professionally.
- Made all guest transactions timely.
- Assisted other departments with necessary information and managed to maintain house bank.
- Handled all checks and cash and adhered to all resort policies and procedures.

Front Desk Agent, March 2002– April 2004
InterContinental Hotels Group, Carson, CA

- Ensured to greet guests friendly and professionally.
 - Campaigned to up-sell rooms where ever possible to maximize hotel revenue.
 - Communicated all guest requests with manager.
 - Processed all cash and credit card transactions; posted all charges; and generated necessary reports.
 - Issued, controlled and released guest safe-deposit boxes.
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Summary of Qualifications:

- Remarkable hospitality and guest service experience
 - In-depth knowledge of the administrative staff, ownership, and management company
 - Excellent communicating and interpersonal skills
 - Amazing ability to acknowledge all guests as per company standards
 - Ability to physical tasks for an extended period of time
 - Proficient with word processing, email, internet, and Excel
 - Proven ability to handle stressful situations in a calm, professional manner
 - Superior customer service skills with pleasant telephone demeanor
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Education:

Associate Degree in Public Relations, Highland Community College, Highland, KS

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