Sara Abraham

921 Example Street, Bossier City, LA 65288

Contact #, Email Address

**OBJECTIVE:**

Seeking a Front Desk Clerk position with Hilton Hotel where exceptional clerical and

customer service skills will be utilized to improve the customer base and maximize hotel’s

profitability.

SUMMARY OF QUALIFICATIONS:

• Over 4 years’ experience in front desk and customer service

• Highly skilled in greeting, registering, and assigning rooms to guests in a polite and

resourceful manner

• Able to direct and accompany guests to different facilities and functions in the hotel

• In-depth knowledge of using computers and basic workplace equipment including fax

machine, photo copier and printer

• Hands-on experience in computing bill, collecting payment and making change

• Proven record of performing tasks as mentioned on daily checklist

• Demonstrated ability to answer inquiries about hotel services, shopping, dining and travel

directions

**EMPLOYMENT HISTORY:**

Caesars Entertainment – Bossier City, LA

Hotel Front Desk Clerk | Mar 2010 – Present

• Welcome and register guests and offer them services and room rates

• Handle guest check in and checkouts professionally and in a welcoming and specialized

manner

• Issue room key and forward instructions to Bell Person

• Make changes and confirm reservations by means of the Lodging Management Systems

• Keep records of room availability and guests’ accounts

• Post charges of food, room, liquor and telephone to system and manual ledger

• Maintain the hotel’s high standard of service and hospitality

• Provide the maximum quality of service to the guests

• Verify that all updated reports have been run

• Date stamp, arrange, and track incoming mail

Belterra Resort & Spa – Lake Charles, LA

Front Desk Clerk | Dec 2007 – Mar 2010

• Assisted guests with common services and answered any general questions

• Ensured that all wake up calls were handled on time and appropriately

• Posted charges of room, food and beverage, phone, compute guest bills using online

system

• Represented the Hotel in regard to guest complaints and situations that require instant

action

• Collected payment following all cash handling rules

• Arranged Housekeeping Reports

• Ensured the desk was always attended

**EDUCATION:**

High School Diploma – 2007

**SPECIAL SKILLS:**

• Excellent customer service skills

• Strong interpersonal skills to deal effectively with all business contacts

• Typing speed: 60 words per minute

• Professional appearance and demeanor

• Able to work varied shifts, including weekends and holidays

• Language: Able to communicate in English, in both written and oral forms

• Profound ability to process cash transactions accurately