

[Candidate Name]

[City, State] | [email@example.com] | [Phone Number]

PROFESSIONAL SUMMARY

Detail-oriented **Front Desk Agent** with [X]+ years of experience in [hotel/hospitality] environments, delivering exceptional guest service and efficient check-in/check-out operations. Proven ability to manage high-volume front desk tasks, resolve guest issues promptly, and maintain accurate records using [PMS/booking systems]. Recognized for strong **communication**, **problem-solving**, and **multitasking** skills in fast-paced, customer-focused settings.

EXPERIENCE

[Front Desk Agent] | [Hotel Name], [City, State]

[MM/YYYY] – Present

[City, State]

- Managed daily front desk operations, processing an average of [X]+ check-ins/check-outs per shift using [Property Management System (e.g., Opera, Cloudbeds)], while maintaining [X]% accuracy in guest folios and billing.
- Delivered personalized guest service by handling reservations, room changes, and special requests, contributing to a [X]% increase in positive guest satisfaction scores on [platforms such as TripAdvisor/Google Reviews].
- Resolved guest concerns and complaints promptly by coordinating with housekeeping, maintenance, and concierge teams, reducing incident escalation to management by [X]%

[Guest Service Representative] | [Hospitality Company/Hotel Brand], [City, State]

[MM/YYYY] – [MM/YYYY]

[City, State]

- Handled incoming calls, email inquiries, and walk-in reservations using [PMS/CRM tool], achieving an average response time of under [X] minutes and maintaining consistent reservation accuracy.
- Processed payments, deposits, and refunds via [POS system/credit card terminal], reconciling daily cash and credit transactions totaling up to [\$X,000] per shift with zero discrepancies.
- Collaborated with the front office and housekeeping teams to optimize room allocation, early check-ins, and late check-outs, improving room readiness and reducing guest wait times by [X] minutes on average.

EDUCATION

[Diploma/Associate/Bachelor's Degree in Hospitality Management] | [School/College/University Name]

[MM/YYYY] – [MM/YYYY]

[City, State]

- Relevant coursework: [Front Office Operations], [Customer Service Management], [Hotel & Lodging Management], [Business Communication].
- Completed practical training/internship at [Hotel/Resort Name], supporting front desk and guest relations teams in daily operations.

SKILLS

Front Desk & Guest Services: Check-in/check-out, reservations handling, guest registration, room assignments, concierge support.

Systems & Tools: [Property Management Systems (e.g., Opera, Cloudbeds, Protel)], [POS systems], [MS Office (Word, Excel, Outlook)], [email and calendar tools].

Customer Service: Conflict resolution, complaint handling, upselling hotel services, loyalty program support, guest satisfaction follow-up.

Communication: Professional phone etiquette, clear verbal and written communication, active listening, cross-cultural sensitivity.

Organization & Multitasking: Managing multiple check-ins, calls, and requests simultaneously; accurate record-keeping; time management.

Teamwork & Collaboration: Coordinating with housekeeping, maintenance, and F&B; supporting colleagues during peak periods; shift handover documentation.

Languages: [Language 1 – Native/Fluent], [Language 2 – Conversational/Fluent], [additional languages as applicable].

PROJECTS

[Front Desk Process Improvement Initiative] | [Hotel Name]

[MM/YYYY] – [MM/YYYY]

- Assisted in reviewing and refining front desk check-in/check-out procedures, identifying steps to streamline guest registration and reduce paperwork.
- Helped implement a new [digital registration/online pre-check-in] workflow using [specific PMS feature or tool], which reduced average check-in time by approximately [X] minutes per guest.
- Created simple reference guides and checklists for new front desk staff, improving onboarding speed and consistency across shifts.

[Guest Feedback & Service Recovery Tracker] | [Hotel/Hospitality Property]

[MM/YYYY] – [MM/YYYY]

- Maintained a basic log of guest feedback, common issues, and follow-up actions in [Excel/Google Sheets], enabling better tracking of recurring concerns.
- Coordinated with supervisors to prioritize service recovery actions (room moves, complimentary amenities, late check-outs), helping improve guest satisfaction scores over a [X]-month period.
- Provided weekly summaries of feedback trends to the front office manager, supporting data-driven decisions for staff training and process adjustments.