

# HOTEL RECEPTIONIST RESUME

By Resume Genius

## contact

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Biloxi, MS 39530



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## education

(May 20XX)

**High School Diploma**

GPA: 3.6/4.0

BILOXI HIGH SCHOOL  
– Biloxi, MS

## key skills

Billing & invoicing



Spanish



Reservation management



Quality assurance



Safety procedures



Financial reconciliation



## certifications

(May 20XX)

**Certified Hospitality  
Accountant Executive**

## profile

Dedicated Hotel Receptionist with 5+ years of experience in the hospitality industry, seeking to leverage proven customer service, communication, and organizational skills in a front desk role. Skilled in efficiently managing guest experiences from check-in through check-out, with a strong commitment to enhancing guest satisfaction.

## professional experience

(September 20XX – Present)

### Senior Receptionist

OCEANVIEW HOTEL & RESORT – Biloxi, MS

- Manage the front desk operations, including processing all guest check-ins, room assignments, and the activation of room keys, serving up to 150 guests daily
- Handle all payment types, including cash, checks, debit, and credit transactions, ensuring accuracy in billing and financial reporting
- Coordinate with housekeeping and maintenance teams to ensure timely readiness and upkeep of rooms, enhancing room turnover efficiency by 17%
- Conduct daily operational reports to track guest arrivals and departures, special requests, and overall occupancy metrics
- Address and resolve complex guest concerns and complaints, leading to a 15% increase in guest satisfaction scores
- Report guest reservation metrics to senior executive team to ensure occupancy and profit tracking

(June 20XX – August 20XX)

### Front Desk Associate

MARINA INN & SUITES – Biloxi, MS

- Provided high-quality service to guests, including offering directions, local area information, and assistance with luggage and transportation
- Maintained robust knowledge of hotel policies and procedures, contributing to a safe and welcoming environment
- Assisted in the training of new staff, emphasizing the importance of service standards and company policies
- Balanced and reconciled receipts and cash drawers, ensuring accuracy and adherence to accounting specifications
- Answered up to 20 calls per day, organizing reservations and conferences