**Jenny Smith**   
535, W 33rd Street   
Birmingham, AL, 56534   
Contact: 622-222-5454   
Email: jenny@gmail.com

**Objective**

Seeking the position of a spa receptionist wherein my effective guest service skills and professional experience will contribute effectively towards meeting the goals and objectives of the organization.

**Professional strengths**

* Comprehensive knowledge of the operating procedures and services of hotel industry
* Possess excellent guest service and relationship management skills
* Self-motivated with strong analytical and listening skills
* Flexible with an ability to extend working hours
* Ability to perform various activities while standing, kneeling, bending and walking

**Professional Experience**

**Organization**: D& H Resort, Alabama   
**Duration**: March 2011 till date   
**Designation**: Spa Receptionist

* Responsible for opening and closing the spa as per standard operating procedures
* Acknowledge and greet customers who enter and leave spa facilities
* Perform responsibilities of providing detail descriptions of spa packages, treatments, discounts, services, promotions and features of facilities
* Handle tasks of responding to guest queries and providing excellent guest service
* Perform responsibilities of maintaining a clean, safe and well-organized working environment
* Promote and maintain highest level of service that meets customer satisfaction
* Perform other job related duties as assigned

**Organization**: Royal Spa, Alabama   
**Duration**: April 2009 to February 2011   
**Designation**: Spa Receptionist

* Responsible for meeting and greeting guests in a warm and cordial way
* Handle tasks of providing services in a positive and friendly manner
* Perform responsibilities of checking-in guests as they arrive for their scheduled appointments
* Responsible for scheduling new appointments and answering all calls that come into the spa
* Handle tasks of providing daily maintenance of the spa's lobby and reception area
* Perform responsibilities of taking care of plants, furniture, and other decorative items in the spa
* Responsible for processing transactions for all events, payment and membership fees

**Educational Summary**

Achieved High School Diploma, Florence High School, Alabama

**Reference**

Will be available upon request.