

## **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