

Jenny Smith

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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.