

# MICHAEL ANDERSON

Receptionist

- San Francisco, CA
- (555) 234-5678
- michael.anderson@email.com

Enthusiastic and customer-centric Hospitality Associate with a passion for front-of-house operations and guest engagement. Renowned for delivering exceptional service and creating a welcoming environment for all guests. Strong interpersonal skills enable the establishment of rapport with guests, ensuring their needs are met with efficiency and care. Experienced in managing reservations, handling inquiries, and providing information about hotel amenities and local attractions.

## WORK EXPERIENCE

### Receptionist | Sunnyvale Inn

Jan 2022 – Present

- Welcomed guests upon arrival, providing a friendly and efficient check-in experience.
- Managed reservations and coordinated room assignments to optimize occupancy.
- Handled guest inquiries and resolved issues promptly and professionally.
- Maintained accurate records of guest interactions and transactions.
- Assisted in promoting hotel services and local attractions to enhance guest experiences.
- Collaborated with housekeeping to ensure timely room readiness.

### Concierge | Cityscape Hotel

Jul 2019 – Dec 2021

- Provided personalized concierge services, fulfilling guest requests and preferences.
- Coordinated reservations for dining, entertainment, and transportation.
- Maintained up-to-date knowledge of local events and attractions.
- Assisted in developing promotional materials for hotel services.
- Collaborated with the front desk team to ensure seamless guest experiences.
- Received positive feedback for exceptional service from guests and management.

## SKILLS

customer service

front desk operations

guest relations

reservations management

problem-solving

teamwork

## EDUCATION

### Certificate in Hospitality Management

2015 – 2019

Community College of Hospitality

## ACHIEVEMENTS

- Recognized as 'Employee of the Month' for outstanding guest service.
- Increased guest satisfaction scores through proactive service initiatives.
- Successfully managed high-volume periods with minimal guest complaints.

## LANGUAGES

English

Spanish

French