



MICHAEL ANDERSON

Front Desk Manager

Highly motivated Hospitality Officer with a diverse background in customer service and operations within the hospitality industry. Demonstrates exceptional interpersonal skills and a commitment to delivering outstanding guest experiences. Experienced in managing front-of-house operations in high-volume environments, ensuring smooth service delivery. Proficient in conflict resolution and adept at fostering positive relationships with guests and colleagues.

CONTACT

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San Francisco, CA

EDUCATION

Associate Degree in Hospitality Management

Community College of New York
2016-2020

SKILLS

- Customer Service
- Front Desk Operations
- Conflict Resolution
- Team Management
- Relationship Building
- Problem Solving

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Front Desk Manager

2020-2023

City Center Hotel

- Managed front desk operations, ensuring efficient check-in and check-out processes.
- Trained and supervised front desk staff, improving service delivery and team performance.
- Resolved guest complaints and concerns promptly, enhancing satisfaction levels.
- Maintained accurate records of guest interactions and transactions.
- Collaborated with housekeeping to ensure room readiness for guests.
- Implemented a guest recognition program that increased loyalty and repeat visits.

Customer Service Representative

2019-2020

Sunset Inn

- Provided exceptional service to guests, addressing inquiries and resolving issues effectively.
- Assisted in managing reservations and ensuring accurate billing.
- Conducted guest follow-up calls to ensure satisfaction, enhancing loyalty.
- Collaborated with team members to create a welcoming atmosphere for guests.
- Maintained knowledge of local attractions to provide recommendations to guests.
- Participated in staff training sessions to enhance customer service skills.

ACHIEVEMENTS

- Awarded 'Employee of the Month' for outstanding customer service and dedication.
- Increased guest satisfaction scores by 15% through service enhancements.
- Successfully implemented a new check-in system that streamlined operations.