

# Hotel Front Desk Agent

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## SUMMARY

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Polished hotel front desk agent with four years at branded full-service and select-service properties, fluent in Opera and OnQ, with strong guest-satisfaction scores and a consistent record of room upselling.

## EXPERIENCE

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### Front Desk Agent, Downtown Convention Hotel

2023 – Present

*City, ST*

- Checked in 60 to 90 guests per shift at a 320-room property on the Opera PMS during convention peaks.
- Generated roughly \$4,500 monthly in incremental revenue by upselling suites and early check-ins at 22% conversion.
- Sustained a guest-satisfaction score of 8.9 out of 10 across post-stay surveys for the front desk.
- Resolved 8 to 12 guest issues per shift, from billing disputes to room moves, retaining loyalty members.
- Ran balanced cash and credit drawers and completed shift handoffs with zero unexplained variances.
- Coordinated with housekeeping and engineering to clear rooms and dispatch maintenance within 15 minutes.
- Enrolled 30+ guests monthly in the loyalty program, exceeding the property's sign-up target.

### Guest Services Representative, Airport Select-Service Hotel

2021 – 2023

*City, ST*

- Handled check-in, check-out, and reservations on the OnQ system for a 140-room property running 80%+ occupancy.
- Performed nightly audit including posting room charges, running reports, and reconciling the day's revenue.
- Managed phone reservations and OTA arrivals, correcting rate and room-type mismatches before arrival.
- Maintained a clean, welcoming lobby and managed the sundry market and luggage assistance.
- De-escalated overbooking situations by arranging walks and comps within manager-approved limits.
- Trained two new agents on the PMS, brand standards, and ADA accommodation procedures.

## EDUCATION

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### Associate of Science in Hospitality Management

2019 – 2021

*Community College — City, ST*

## SKILLS

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Property management systems · Guest check-in and check-out · Room upselling · Night audit · Reservation management · Cash and credit handling · Service recovery · Loyalty enrollment · Interdepartmental coordination · Occupancy awareness · Brand-standard compliance · Multi-line phone handling