

HOTEL RECEPTIONIST

Sophia Taylor



PROFESSIONAL SUMMARY

Dynamic and service-oriented hospitality receptionist with experience in hotel front desk management. Expertise in guest services, reservation systems, and maintaining a welcoming atmosphere for hotel guests. Seeking to provide exceptional guest services at a leading hotel.

EXPERIENCE

Hotel Receptionist, Las Vegas Grand Hotel

2025 - Now

- Check guests in and out, ensuring a smooth and efficient process.
- Manage reservations, handle guest requests, and provide concierge services.
- Answer phone calls and respond to inquiries about hotel amenities and services.
- Maintain guest accounts, process payments, and provide billing assistance.


Front Desk Assistant, The Ritz-Carlton Hotel, Las Vegas, NV

2024 - 2024


- Assisted guests with check-in and check-out processes while ensuring customer satisfaction.
- Organized and coordinated room assignments, upgrades, and special requests.
- Provided guests with recommendations on local attractions and services.

EDUCATION

Associate Degree in Hospitality Management,
University of Las Vegas, Graduated: May 2024

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SKILLS

Guest services and communication

Reservation management systems (e.g., Opera, RoomMaster)

Conflict resolution and problem-solving

Billing and payment processing

Time management in a busy environment