

OBJECTIVE

Position in a hotel where my customer service skills are needed.

EXPERIENCE

Hilton, Scotts Valley • Sep 2004 – Oct 2007

- At the front desk I greet customers and make sure they feel welcome.
- I check guests in and out and resolve any complaints.
- I make reservations and direct phone calls on a multi-line phone system.
- During Night Audit I balance the charges for the hotel and restaurant.
- I create a spreadsheet and report packets for the owners and managers.
- I settle the credit cards and get the hotel ready for the next day.

Ocean Echo Inn and Cottages • Aug 2007 – Oct 2007

- As an onsite assistant manager I oversee the hotel part time.
- As a consultant I redesigned their web site.
- I assist with guest reservations and any complaints or issues.

Timbers Motel • 2001 – 2004

- In housekeeping I cleaned rooms and folded laundry.
- At the front desk I checked guests in and out and made phone reservations.
- I would act as manager when the managers vacationed.
- I maintained the garden, pool and room furnishings.

SKILLS

- Excellent customer service.
- Audit and accounting experience.
- Strong knowledge of computers including:
 - Web programming and web applications.
 - Microsoft Office and Adobe publishing tools.
 - Familiar with Microsoft, MacOS and Linux.
 - 3D drafting.

