

Vic T. Demon
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OBJECTIVE

Friendly and courteous Front Desk Clerk seeks employment with an upscale hotel. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty.

EDUCATION

NORTHWESTERN STATE UNIVERSITY

Bachelor of Arts in Hospitality Management and Tourism

GPA: 3.7

Natchitoches, LA

June 2023

EXPERIENCE

CHATEAU ST. DENIS

Front Desk Clerk

Natchitoches, LA

November 2020 – Present

- Greet and register guests in a hotel using a Point of Sale (POS) Terminal, memorizing faces and names to ensure personalized service throughout guest stays.
- Train new front desk clerks in using POS Terminals, room inspection, providing guest services, and confirming online room reservation services.
- Take and confirm reservations over phone, email, and in person, ensuring no reservation overlaps or hotel over-booking.

MARGARITAVILLE RESORT CASINO

Bellhop

Bossier City, LA

May – August 2019

- Transferred luggage, trunks, and package to and from rooms, loading areas, and vehicles by hand or using baggage carts in a 300+ room hotel.
- Supplied guests with directions, travel information, and other information such as available services and points of interest.
- Delivered messages and room service orders and ran errands for guests.

ADDITIONAL SKILLS

- Point of Sale (POS) Terminals
- Microsoft Office – PowerPoint, Word & Excel
- Microsoft Teams
- WebEx