**Michelle Williams**

Street Address, City, State, Zip

Phone No: 555-555-5555

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**OBJECTIVE**  
Seeking a position as a Hotel Front Desk Clerk

**SKILLS AND QUALIFICATIONS**

* Experienced with using automated telephone answering systems
* Received Excellence in Customer Service Award
* Familiarity with ASI FrontDesk and InnQuest roomMaster software

**WORK HISTORY**  
Jan 2009 – Present  
Velassio Resorts – City, State  
*Hotel Front Desk Clerk*

* Register, and assign rooms to hotel guests
* Establish customer payment methods and process payments
* Communicate guest room problems to housekeeping and maintenance staff
* Make and confirm reservations
* Code and issue room keys

**WORK HISTORY**  
Jan 2007 – Jan 2009

Campessino Hotels – City, State  
Hotel Front Desk Clerk

* Kept records of room availability and guests' accounts
* Balanced accounts and conducting nightly audits.
* Posted charges for rooms, food, liquor, or telephone calls, to ledgers
* Record guest comments or complaints, referring customers to managers as necessary

**EDUCATION**  
High School Diploma – 2007