

# Gary White

## Hotel receptionist

### AREAS OF EXPERTISE

*Up selling*

*Promoting hotel facilities*

*Customer service*

*Hospitality*

*Supervising*

*Resolving guest disputes*

*Greeting guests*

### PROFESSIONAL

*First Aid Certificate*

*Spanish speaker*

*French speaker*

### PERSONAL SKILLS

*Service minded*

*Ability to listen and anticipate*

*Guest orientated*

### PERSONAL DETAILS

Gary White  
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Coventry  
CV6 7RF

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DOB: 12/09/1985

Driving license: Yes

Nationality: British

### PERSONAL SUMMARY

A courteous, polite and well spoken hotel receptionist who is highly efficient and has excellent organisational skills. Possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality and service to guests. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximise sales opportunities at all times. A quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.

Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience & develop my abilities.

### WORK EXPERIENCE

#### **5 Star Hotel – Coventry**

**HOTEL RECEPTIONIST**      June 2008 - Present

Responsible for providing a friendly welcome & high-quality service over the phone to guests arriving at the hotel. Constantly portraying a highly professional image of the hotel & paying particular attention to guest satisfaction & efficiency.

#### **Duties:**

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotel's accounting system.
- Taking payment from guests in the form of cash or credit cards.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests should they have any queries.
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Dealing with and resolving customer complaints.
- Checking function sheets.
- Managing group bookings for conferencing, the restaurant and accommodation.
- Keeping up to date on all hotel products, services, pricing & promotional offers.
- Completing the night auditing procedures with accuracy and attention to detail.
- Maximise sales revenues through up selling and marketing programmes.
- Provide information and literature about the hotel in person and via telephone.
- Ensuring all relevant paperwork has been completed in order for a smooth hand-over at the end of your shift.

### KEY SKILLS AND COMPETENCIES

- Having a professional manner with an emphasis on hospitality and guest service.
- Calm, efficient and organised.
- Friendly disposition with clear spoken English.

### ACADEMIC QUALIFICATIONS

NVQ Certificate in Hospitality

**Nuneaton North College**      2006 - 2008

A levels:      Maths (A) English (B) Technology (B) Science (C)

**Coventry Central School**      2000 - 2006

**REFERENCES** – Available on request.

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