

Chris Jackson

Hotel Front Desk Receptionist

Hotel Front Desk Receptionist with four years of experience coordinating guest check-ins, maintaining reservation accuracy, and resolving service issues quickly in high-traffic hospitality settings. Skilled at managing multi-line phones and delivering smooth front-of-house operations.

KEY SKILLS



- Customer service
- Guest check-ins
- Reservation systems
- Multi-line phone handling
- Payment processing
- Conflict resolution

EDUCATION



Associate Degree in Hospitality Services

2020

PROFESSIONAL EXPERIENCE



Hotel Front Desk Receptionist | Summitview Inn | 2022–Present,

- Handle 85+ guest check-ins per shift and reduce wait times by 20% through improved workflow organization
- Maintain reservation accuracy for a 120-room property and coordinate room readiness with hotel teams
- Provide responsive guest support and manage daily front desk operations

Front Desk Associate | Pinecrest Suites | 2020–2022,

- Managed multi-line phone systems and supported concierge-style services
- Improved guest satisfaction scores by 12% by enhancing communication practices