

Kaari Magenheimer

Front Desk Clerk

Profile

I have over 1 year of experience as a front desk clerk. I am responsible for handling guest check-ins and reservations, as well as providing excellent customer service. I am knowledgeable in using various computer software programs related to the hospitality industry, such as Microsoft Office and Opera PMS. In addition, I have an effective working knowledge of hotel policies and procedures. As a result of my skills and abilities, I am able to contribute positively to the efficient running of the front office department.

Employment History

Front Desk Clerk at Hampton Inn, IL

Apr 2022 - Present

- Answered an average of 50 phone calls per day.
- Greeted and directed an average of 30 visitors per day.
- Processed an average of 20 transactions per hour.
- Entered data for new guests into the system.
- Assisted guest with check-ins/check-outs.
- Answered questions about hotel policies and services.

Front Desk Clerk II at Holiday Inn, IL

Aug 2021 - Feb 2022

- Answered an average of 60 phone calls per day.
- Greeted and directed an average of 30 visitors per day.
- Processed an average of 20 payments per day.
- Managed office inventory and placed orders for supplies as needed.
- Assisted with various administrative tasks, such as data entry and filing.
- Created and maintained organized systems to streamline front desk operations.

Education

High School Diploma at Highland Park High School, IL

Sep 2017 - May 2021

Some skills I've learned are time management, organization, how to study effectively, and how to manage stress.

Certificates

Certified Hotel Front Desk Clerk

Feb 2021

Certified Medical Office Front Desk Clerk

Nov 2019

Memberships

American Hotel & Lodging Association

National Restaurant Association

Details

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Links

[linkedin.com/in/kaarimagenheimer](https://www.linkedin.com/in/kaarimagenheimer)

Skills

Answering phones

Greeting guests

Checking in/out guests

Making reservations

Handling guest
inquiries/complaints

Balancing cash drawer

Languages

English

French

Hobbies

Organizing

Crafting

Reading