

Manar Melter

Hotel Front Desk Agent

Profile

I am a Hotel Front Desk Agent with over 1 year of experience in the hospitality industry. I have proven myself to be an asset to any hotel by providing excellent customer service and maintaining a professional demeanor at all times. I possess strong organizational skills and have the ability to prioritize tasks in order to meet deadlines. In addition, I am able to work well independently as well as part of a team.

Employment History

Hotel Front Desk Agent at Marriott, UT

May 2022 - Present

- Answered an average of 40 phone calls per shift.
- Checked in an average of 30 guests per shift.
- Assisted with luggage for 10+ guests per day.
- Made reservations for future stays and restaurant bookings.
- Answered guest questions and provided information about the hotel, local attractions, dining options, etc.
- Managed key control by issuing keys to housekeeping staff and keeping track of lost or missing keys.

Front Desk Agent at Hilton, UT

Aug 2021 - Mar 2022

- Answered an average of 60 calls per day.
- Checked in an average of 30 guests per day.
- Assisted with guest inquiries and requests.
- Handled cash transactions for room charges, incidentals, and gift shop purchases.
- Processed reservations both online and over the phone.
- Maintained a clean work area.

Education

High School Diploma at West High School, UT

Aug 2016 - May 2021

I've learned how to read, write, and do math.

Certificates

Certified Hotel Front Desk Agent

Aug 2020

Certified Hospitality Customer Service Specialist

Mar 2019

Memberships

American Hotel & Lodging Association

National Restaurant Association

Details

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Links

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

Skills

Communication

Customer service

Organization

Multi-tasking

Computer skills

Check-in/Check-out procedures

Languages

English

Dutch

Hobbies

Organizing

Crafting

Reading