

Florida Gilger

Hotel Front Desk Manager

✉ florida.gilger@gmail.com

☎ (775) 992-8896

📍 1234 Elm Street, New York, NY 10001

EDUCATION

High School Diploma at Grant High School, Portland, OR

Aug 2013 - May 2017

I've learned how to effectively communicate with others, how to manage my time wisely, and how to think critically.

LINKS

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

SKILLS

Communication

Customer service

Organization

Time management

Computer skills

Multi-tasking

LANGUAGES

English

Italian

HOBBIES

Organizing

Crafting

Decorating

PROFILE

I have over 5 years of experience working as a Hotel Front Desk Manager. I am responsible for managing the front desk team, handling guest inquiries and complaints, ensuring that all areas of the hotel are running smoothly, and assisting with other duties as needed. I have excellent customer service skills and thrive in fast-paced environments. I am able to effectively manage multiple tasks at once and always maintain a professional demeanor.

EMPLOYMENT HISTORY

● Hotel Front Desk Manager at Shilo Inns, OR

Apr 2022 - Present

- Maintained a 97% satisfaction rating from guests for front desk service.
- Reduced staff turnover by 25% through improved training and development initiatives.
- Implemented new check-in/check-out procedures that reduced wait times by 15%.
- Led team of 12 in providing excellent customer service to all hotel guests.
- Monitored daily room inventory and adjusted pricing accordingly to maximize revenue.

● Assistant Hotel Front Desk Manager at Oxford Suites, OR

Jul 2017 - Mar 2022

- Hired and trained a team of 5 front desk clerks.
- Implemented new check-in/check-out procedures that reduced wait times by 30%.
- Increased guest satisfaction scores by 10% through improved customer service.
- Developed and implemented a lost & found system that resulted in the return of 80% of lost items to guests.
- Negotiated discounts with local vendors for hotel guests, resulting in savings of \$5,000 per month.

CERTIFICATES

Certified Hotel Front Desk Manager (CHFDM)

Apr 2021

Certified Hospitality Customer Service Professional (CHCSP)

Aug 2019

MEMBERSHIPS

American Hotel & Lodging Association

National Restaurant Association