


Sarrah Juco

Hotel Front Desk Representative

I am a Hotel Front Desk Representative with over 1 year of experience. I have excellent customer service skills and a strong work ethic. I am reliable and efficient, and I always take pride in my work. In my previous role, I was responsible for handling guest check-ins/check-outs, providing concierge services, answering phone calls, and resolving any guest issues or concerns. I thrive in fast-paced environments and enjoy working with the public.

sarrah.juco@gmail.com 

(773) 450-7269 

1299 Elm Street, New York, NY 
10001

Education

**High School Diploma at
Louisiana State University,
LA**

Sep 2016 - May 2021

I have learned to be organized,
to manage my time, and to
study efficiently.

Links

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

Skills

Communication



Customer service




Organization



Computer skills




Check-in/Check-out process
knowledge



Booking reservations



Answering phone calls



Languages

English



Portuguese



Employment History

Hotel Front Desk Representative at LOEWS HOTELS, LA

Jun 2022 - Present

- Answered an average of 60 phone calls per day.
- Checked in an average of 30 guests per shift.
- Made reservations for future guests.
- Assisted with guest inquiries and complaints.
- Helped maintain a clean and organized work area.

Hotel Front Desk Representative II at MARRIOTT INTERNATIONAL, INC., LA

Sep 2021 - Apr 2022

- Answered an average of 60 phone calls per shift, including handling complaints and resolving guest issues.
- Greeted an average of 200 guests per shift, providing directions and information as needed.
- Checked in/out an average of 30 guests per hour while maintaining accuracy and efficiency.
- Processed payments for room charges, incidentals, and taxes using POS system while adhering to all cash-handling policies and procedures.
- Demonstrated strong upselling skills by successfully selling amenities to 75% of check-ins which resulted in a 10% increase in revenue from the previous year.

Certificates

Certified Hotel Front Desk Representative (CHFDR)

Dec 2020

Certified Hospitality Customer Service Specialist (CHCSS)

Mar 2019

Memberships

American Hotel & Lodging Association

National Restaurant Association