

ETHELEAN SHELLHAMMER

Hotel Front Desk Supervisor

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(977) 675-2546

1234 Elm Street, New York, NY 10001



PROFILE

I have over 5 years of experience supervising front desk operations for hotels. I am a motivated and detail-oriented individual who is able to effectively manage staff, resolve guest concerns, and maintain high standards of customer service. I am also proficient in various computer systems and software applications used in the hotel industry.

LINKS

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

SKILLS

Communication

Customer Service

Organization

Time Management

Computer Skills

Multi-tasking

Prioritizing

LANGUAGES

English

Italian

HOBBIES

Organizing

Crafting

Decorating

EMPLOYMENT HISTORY

Hotel Front Desk Supervisor at Marriott Hotels, IA

Apr 2022 - Present

- Hired and trained a team of 15 front desk agents.
- Instituted new check-in/check-out procedures that reduced average wait times by 30%.
- Negotiated discounts with local businesses for hotel guests, resulting in an increase in guest satisfaction scores by 5 points.
- Implemented a lost and found system that resulted in the return of 75% of all items reported lost by guests.
- Monitored daily room availability and rate changes to ensure optimal revenue generation for the hotel.

Assistant Hotel Front Desk Supervisor at Hampton Inn & Suites, IA

Aug 2017 - Mar 2022

- Hired, trained and supervised a team of 12 front desk clerks.
- Implemented new check-in/check-out procedures that reduced average wait time by 30%.
- Negotiated discounts with local businesses for hotel guests.
- Resolved customer complaints in a timely and professional manner.
- Monitored daily reservations and adjusted staffing levels accordingly.

EDUCATION

High School Diploma at Iowa City High School, Iowa City, IA

Sep 2012 - May 2017

I've learned how to study for and take tests, how to do research, and how to write papers.

CERTIFICATES

Certified Hotel Front Desk Supervisor (CHFDS)

Jan 2021

Certified Hospitality Customer Service Professional (CHCSP)

Mar 2019

MEMBERSHIPS

American Hotel & Lodging Association

National Restaurant Association