



Colette Newingham

Hotel Receptionist

I am a Hotel Receptionist with over 1 year of experience in the hospitality industry. I have excellent customer service skills and a strong ability to multitask. I am able to handle high-pressure situations and always maintain a professional demeanor. I have a proven track record of providing exceptional guest experiences.

colette.newingham@gmail.com 

(265) 595-7232 

Elm Street, New York, NY 10001 

Education

High School Diploma at Big Sky High School, MT

Sep 2017 - May 2021

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

Links

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

Skills

Answering phones

Booking reservations

Checking guests in and out

Handling guest inquiries

Processing payments

Maintaining cleanliness in the lobby and public areas

Providing concierge services

Languages

English

German

Employment History

Hotel Receptionist at Marriott, MT

Mar 2022 - Present

- Answered an average of 40 calls per day.
- Checked in an average of 30 guests per day.
- Processed an average of 20 transactions per day.
- Maintained a 97% satisfaction rating from guests.
- Helped to resolve an average of 10 guest complaints per week.

Associate Hotel Receptionist at Hilton, MT

Aug 2021 - Feb 2022

- Answered an average of 60 calls per shift, with a hold time of less than 30 seconds.
- Checked in an average of 15 guests per shift.
- Completed all check-in and check-out procedures accurately and in a timely manner.
- Demonstrated excellent customer service skills by resolving guest complaints in a professional and efficient manner.
- Maintained cleanliness and organization of the front desk area.

Certificates

Certified Hotel Receptionist

Mar 2021

Certified Hospitality Professional

Sep 2019

Memberships

American Hotel & Lodging Association

National Restaurant Association