

# ALICE LEE

Professional and courteous hotel bilingual front desk clerk with 8+ years of experience in the hospitality industry. Skilled at handling a variety of administrative tasks while providing optimal customer service to ensure smooth hotel operations. Works well under pressure while maintaining a positive and friendly attitude.

1 Main Street, Newport  
Beach, CA 09876  
alee@youremail.com  
(123) 456-7890

## PROFESSIONAL EXPERIENCE

### FRONT DESK CLERK

Milton Grand Hotel, Los Angeles, CA  
December 2014 - Present

- Manages front desk for a 600-room full-service four-diamond hotel
- Greets and assists all guests with enthusiasm and professional demeanor
- Checks guests in and out of rooms with speed and accuracy
- Works with housekeeping staff to ensure all rooms are cleaned and ready on time
- Ensures transportation of guests on the hotel shuttle to and from the hotel
- Fluent in English and Spanish

### FRONT DESK CLERK

Embassy Express Suites,  
Los Angeles, CA  
October 2012 - December 2014

- Handled front desk operations for a 250-room hotel
- Took reservations and checked guests in and out
- Provided information to hotel guests regarding dining, nearby attractions, amenities, and available rooms

## EDUCATION

Associate Degree in Hospitality  
Management

Glendale Community College,  
Glendale, CA  
September 2010 - June 2012

High School Diploma

Newport High School,  
Newport Beach, CA  
September 2006 - May 2010

## KEY SKILLS

- Outstanding communication skills
- Excellent organizational ability
- Adept at conflict resolution
- Reliable, flexible, and a good problem solver

## CERTIFICATIONS

- Certified Front Desk Representative (CFDR), AHLEI, 2016