

## Work Experience

### Front Desk Clerk

Worldwide Hotels, New York, NY | January 2019 to May 2022

- Provided prompt, courteous service while helping guests check in and out of the hotel
- Answered calls and provided information on hotel pricing, services, amenities, and room availability
- Entered guest bookings into the tracking system based on email and phone registrations
- Made guests' reservations at local tours, restaurants, museums, and movie theaters
- Offered directions and called taxis for on-site visitors as needed

#### Highlights:

- Ranked #3 on a 10-person team for efficient, error-free guest reservations
- Took on leadership role helping train and mentor new hires

## Education

### Candidate: Bachelor of Science (BS) – Hospitality Management

XYZ University, New York, NY | expected May 2023

- Dean's List all semesters, with a 3.9 major GPA and 3.8 combined GPA to date
- Captain, Volleyball Team

# Mina Sayed

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[LinkedIn](#)

Motivated student currently completing Bachelor's Degree with honors in Hospitality Management. Strong recent hospitality experience serving customers and training new hires at a large popular hotel. Adapt readily to new work challenges and industry conditions. Bilingual: Fluent in English and French.

## Key Skills

- Customer Service & Relations
- Data Entry & Updating
- Hospitality Operations
- Inventory Monitoring
- Reporting & Documentation
- Team Collaboration

## Language

- Fluency in French