

MARIE THOMAS

FRONT DESK / RECEPTIONIST

CONTACT

- 04 78 123 456
- marie.thomas@email.com
- 14 Pine Street, Middle Park, QLD
- Driver License

PROFILE SUMMARY

Friendly and professional Front Desk Receptionist with over 5 years of experience in the hospitality and corporate sectors. Skilled in handling guest inquiries, managing reservations, and providing excellent customer service. Strong organizational skills with expertise in administrative tasks, problem-solving, and multitasking in fast-paced environments. Available for immediate start.

EDUCATION

2021
TAFE QUEENSLAND

- Certificate III in Hospitality (Front Office Services)

2016
LYCÉE JEAN-MOULIN, PARIS

- High School Diploma - Tourism & Hospitality Specialization

CERTIFICATIONS

- Responsible Service of Alcohol (RSA), Queensland, 2021
- First Aid & CPR Certification, Australian Red Cross, 2021
- Guest Service Excellence Certification, Queensland Tourism Council, 2021

LANGUAGES

- English: Fluent
- French: Native

WORK EXPERIENCE

Ocean Breeze Resort January 2025 - Present
Front Desk Receptionist

- Greet and assist guests with check-in and check-out processes, ensuring a seamless experience.
- Manage room reservations and cancellations using Opera PMS hotel management software.
- Handle guest inquiries, complaints, and special requests in a professional and courteous manner.
- Process payments, issue invoices, and manage billing discrepancies.
- Coordinate with housekeeping and maintenance teams to ensure room readiness and guest satisfaction.
- Provide local recommendations and concierge services for dining, attractions, and transportation.

The Grand Hotel July 2024 - October 2024
Receptionist & Night Auditor

- Managed late-night check-ins and check-outs, ensuring security and compliance with hotel policies.
- Handled financial audits, reconciled daily transactions, and prepared end-of-day reports.
- Assisted guests with requests, complaints, and emergency situations during night shifts.
- Ensured a quiet and secure environment for guests, working closely with security personnel.
- Monitored email communications and managed guest bookings through FOLS (Accor Hotels System).
- Provided wake-up calls, coordinated early breakfast services, and prepared check-out documents.

SKILLS

- Guest Relations & Customer Service
- Check-in & Check-out Procedures
- Hotel Management Systems (Opera PMS, FOLS, Protel)
- Reservations & Room Allocation
- Multitasking & Problem-Solving
- Payment Processing & Financial Reports
- Administrative & Office Support
- Fluent in English & French
- Strong Communication & Teamwork

REFERENCES

Lise Damon

Front Office Manager, Ocean Breeze Resort

☎ 04 56 789 123

✉ lise.damon@email.com

Michael Roberts

Night Manager, The Grand Hotel

☎ +33 6 45 78 90 12

✉ michael.roberts@email.com

Sophie Durand

Hotel Manager, Hôtel Le Bellevue

☎ +33 5 67 89 12 34

✉ s.durand@email.com

Hôtel du Palais

January 2021 - June 2024

Administrative Receptionist

- Welcomed clients and visitors, ensuring a professional first impression.
- Managed phone calls, emails, and correspondence for multiple departments.
- Scheduled meetings, organized conference rooms, and maintained office supplies inventory.
- Assisted with administrative tasks, including data entry, report preparation, and document filing.
- Processed incoming and outgoing mail, ensuring timely delivery of correspondence.
- Coordinated with office staff to improve workflow efficiency and maintain a positive work environment.

Hôtel Le Bellevue

June 2018 - September 2020

Front Desk Agent

- Provided excellent customer service to international guests, ensuring a smooth check-in and check-out experience.
- Handled cash and card transactions, processed invoices, and balanced daily revenue reports.
- Managed reservations and room availability using Protel PMS.
- Assisted guests with travel arrangements, including airport transfers and local tours.
- Addressed guest complaints and resolved issues to maintain high satisfaction levels.
- Communicated effectively in English and French to accommodate diverse clientele.

Le Palais des Congrès

June 2017 - April 2018

Receptionist & Customer Service Assistant

- Managed front desk operations during corporate events and conferences.
- Provided event-related information to attendees, speakers, and vendors.
- Handled guest registrations, issued access badges, and assisted with seating arrangements.
- Managed conference room bookings and coordinated technical support for presentations.
- Maintained an organized reception area and provided general administrative support.
- Assisted in resolving customer inquiries and complaints in a professional manner.