

Taro Yamada

Front Desk Clerk

Address

123 Anywhere St., Any City

Phone

123-456-7890

Email

hello@gmail.com

Skills

- Front desk and concierge services
- Booking and reservation systems
- Multilingual communication (Japanese, English)
- Conflict resolution and guest satisfaction
- Teamwork and time management

References

Available upon request.

Personal Statement

Friendly and service-oriented hotel staff with 3+ years of experience in front desk operations, guest services, and hospitality support. Dedicated to providing a welcoming atmosphere and ensuring a high standard of customer satisfaction. Seeking a hotel staff position in the UK to continue growing professionally in the hospitality industry.

Work Experience

Front Desk Clerk – AAA Hotel, Osaka, Japan

Jul 2021 – Jan 2024

- Checked guests in and out using hotel management software
- Provided local travel information and handled guest requests
- Resolved issues with professionalism and care

Hotel Receptionist – BBB Hotel, Kyoto, Japan

Apr 2019 – Jun 2021

- Managed reservations and walk-in bookings
- Maintained accurate records and daily reports
- Assisted in coordinating housekeeping and guest needs

Educational History

Diploma in Hospitality Management

- ABC Tourism College

Apr 2017 – Mar 2019

Additional Information

- Certifications: First Aid, Fire Safety Training
- IT Skills: Opera PMS, Microsoft Office
- Languages: Japanese (native), English (fluent)