Priya Sharma

priya.sharma@email.com | 07700 900317 | London

Hotel receptionist with two years' front desk experience

PROFILE

Hotel receptionist with two years at the front desk of a 120-room city hotel, handling check-ins, reservations, payments and guest requests. Warm and professional with guests and organised when the desk is busy.

EXPERIENCE

Front Desk Receptionist, The Kingsway Hotel

London | Feb 2023 – Present

- Check in and check out up to 80 guests a shift, taking payments and pre-authorisations accurately.
- Manage reservations and room changes on the hotel's property management system.
- Handle guest complaints at the desk, offering solutions within policy and passing issues to housekeeping or maintenance.
- Help raise the hotel's review score by following up on guest requests and noting preferences for return guests.
- Complete night audit cover shifts, balancing takings and preparing reports for the morning team.

Customer Assistant, Riverside Leisure Centre

London | Jun 2021 – Jan 2023

- Welcomed members and visitors, booked classes and courts and took payments.
- Answered phone and email enquiries about memberships and timetables.
- Followed emergency and safeguarding procedures for a building used by children and adults.

EDUCATION

A levels, Harris Westminster Sixth Form

French (B), Business (B), English Literature (C) | London | Sep 2019 – Jun 2021

SKILLS

Check-in and check-out, Property management systems, Reservations, Payments and pre-authorisations, Complaint handling, Night audit, Phone and email etiquette, Teamwork

LANGUAGES

- English (fluent)
- French (good working level)
- Hindi (conversational)