

Mercia Mcciain

Front Desk Attendant

Profile

Detail-oriented Front Desk Attendant with 1 year of experience in providing exceptional customer service and administrative support. Skilled in managing reservations, handling guest inquiries, and maintaining a welcoming environment. Proficient in multi-tasking, problem-solving, and adapting to diverse customer needs. Seeking to leverage proven hospitality skills to contribute to a dynamic team and enhance guest satisfaction.

Employment History

Front Desk Attendant at Boston Harbor Hotel, MA

May 2023 - Present

- Successfully managed the check-in and check-out process for over 200 guests daily, maintaining a 98% satisfaction rating on customer service surveys.
- Implemented a new front desk organization system that reduced guest wait times by 30%, resulting in increased efficiency and improved guest experience.
- Cross-trained and provided support to the concierge team, assisting in a 20% increase in bookings for hotel amenities and local attractions, generating an additional \$10,000 in monthly revenue.

Front Desk Associate at The Ritz-Carlton, Boston, MA

Sep 2022 - Apr 2023

- Successfully managed a high volume of over 500 guest check-ins and check-outs per week, maintaining a 98% satisfaction rating on post-stay surveys.
- Streamlined the front desk operations by implementing a new digital check-in system, resulting in a 20% reduction in average guest wait times during peak hours.
- Consistently exceeded upselling targets by 15%, generating an additional \$50,000 in annual revenue for the hotel through room upgrades and premium service offerings.

Education

Certificate in Hospitality and Customer Service at Boston College, Chestnut Hill, MA

Sep 2018 - May 2022

Relevant Coursework: Hospitality Management, Customer Service Excellence, Food and Beverage Operations, Front Office Procedures, Event Planning, Housekeeping Operations, and Workplace Communication.

Certificates

Certified Guest Service Professional (CGSP)

Jan 2022

Front Desk Representative Certification (AHLEI)

Details

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Links

[linkedin.com/in/merciamcciain](https://www.linkedin.com/in/merciamcciain)

Skills

Multitasking

Time-management

Microsoft Office

Customer service

Problem-solving

Communication

Organization

Languages

English

Urdu

Hobbies

Photography

Bullet journaling

Cooking and trying new recipes