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| A B O U T M E |  | jessica joneswork history**Hotel Worker**Hotel XYZ, Birmingham : 2005 – dateMy duties at Hotel XYZ include:* Checking guests in and out of the Hotel.
* Issuing room keys, leaflets and discount cards, etc.
* Finalising guest bills, collecting payment and providing change.
* Running reports on the computer for management.
* Counting and verifying cash, keys, gift certificates and wireless internet cards with departing shift.
* Printing updated in-house, arrival, departure, and room status reports every two hours.
* Checking all unresolved departures.
* Completing welcome calls.
* Ensuring the front desk area is kept clean and tidy.
* Responding to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
* Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
* Providing information to staff and/or clients about special activities and events.
* Observing and reporting any security issues to the Manager.

“Jessica has a friendly personality, with a genuine desire to help and please others. She displays the ability to think clearly and make quick decisions. She has excellent numeracy and logistical planning skills, coupled with a professional manner and a calm, rational approach in hectic situations.”*George Jefferies, Manager, Hotel XYZ*qualifications**BSc Business with Languages (Upper 2nd Class honours)**Birmingham University, 2016 – 2018**A Level English (A), Maths (B), French (B), German (C)**Birmingham City College, 2014 – 2016**9 GCSEs Grade C and above including English (A) and Maths (A)**Birmingham Secondary School, 2010 – 2014 |
| I have 5 years’ experience in a busy City Centre hotel, providing, I have demonstrated exceptional time-management skills, the ability to adapt to change and the ability to handle multiple priorities under exceptional customer service to clients. With a substantial and varied work load most days pressure. |
|  | CONTACT |  |  |
| jessicajones@aol.com |   |
| 01924 123456 |
| 123 Fairway, Birmingham B1 234 |
| Birmingham, UK |
|  |
| SKILLSExcellent communication and interpersonal skills, especially when dealing with speakers of other languages. Proficiency in French and German to a high standard. |

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