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| A B O U T M E | | |  | jessica jones work history **Hotel Worker**  Hotel XYZ, Birmingham : 2005 – date  My 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 | | |
|  | | |
| SKILLS  Excellent 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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