

Front Desk Cover Letter

86389 Hodkiewicz Passage
Welchville, VT 41050

Dear Rory Johnson,

I submit this application to express my sincere interest in the front desk position.

In the previous role, I was responsible for a wide variety of administrative and staff support services to an organizational unit.

Please consider my qualifications and experience:

- Balancing all cash, check, credit card and ledger accounts through verification, shift reports and performing audit functions if assigned
- Handling cash and credit payments in compliance with the hotel's cash handling policy and PCI compliance
- Responding to all guest requests efficiently
- Ensuring guest satisfaction, approaching all encounters with guests and employees in a friendly, efficient and service-oriented manner
- Providing information to guests about hotel policies, services and amenities
- Managing a multi-line phone system while providing exceptional customer service over the phone
- Performing welcome calls after each check-in
- Running the overnight audit, confirming accuracy and addressing any discrepancies

Thank you in advance for taking the time to read my cover letter and to review my resume.

Sincerely,

Frankie Ratke