

Guest Service Agent Cover Letter

38757 Kassulke RiverEast Everettburgh, MA 97675

Dear Ari Daugherty,

In response to your job posting for guest service agent, I am including this letter and my resume for your review.

In my previous role, I was responsible for a passion for people, guest services and aspiration for a hospitality career.

Please consider my qualifications and experience:

- Previous experience in a customer service and/or a hotel environment
- Australian working rights not limited to less than 12 months essential
- Demonstrate exceptional hospitality to our guest in every interaction
- Be the first point of contact for guest queries, in person and over the phone, and ensure all questions and issues resolved in a timely and efficient manner
- Maximise room occupancy and use up-selling techniques to promote hotel services and facilities
- Use the correct procedures regarding the acceptance of foreign currencies, credit cards and cash following the hotel's credit policy
- Follow policies and procedures when working with front of house equipment and property management system
- Assist other departments, including but not limited to food & beverage, and housekeeping, as necessary

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

Sincerely,

Greer Haag