

Guest Service Representative Cover Letter

766 Diego MeadowKenishaview, MI 76364

Dear Ryan Bergstrom,

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

In the previous role, I was responsible for technical leadership ensuring adherence to governing regulations and Standard Operating Procedures.

I reviewed the requirements of the job opening and I believe my candidacy is an excellent fit for this position. Some of the key requirements that I have extensive experience with include:

- Stay abreast of hotel selling strategies and any marking promotions, coupons, and discounts
- Greets guests as they arrive, focusing on personal recognition in a warm and authentic manner
- Reviews arrival list daily and assists in preparing and assembling welcome amenities
- Answer the telephone within three rings with a smile and answer questions accordingly or transfer as needed
- Ensure that all cash drops are done in accordance with proper cash handling procedures and report all cash over/ shorts to management
- Maintains front desk area to be clean and organized
- Assisting with lobby activation as needed
- Utilize proper procedures when handling guest PPI data

Thank you for your time and consideration.

Sincerely,

Bellamy Zulauf