

Robin M. Richards
33211 Detroit Rd
Avon, OH. 44011
(440) 670-0352

Dear Hiring Manager:

I am inquiring about a position with your company. With my ability to be flexible and adapt to new situations, and my many experiences dealing in customer service centered work, I believe that I can make a substantial contribution to your team. A career with your company would be especially appealing to me. It would enable me to combine my interest in the hotel industry with my past experience as a hotel front desk associate. I am particularly interested in your company because I perform best in assisting guests with their needs and enjoy finding solutions to their concerns, treating them with respect and courtesy which in turn, would want them to return to the property in the future. I would like an opportunity to discuss career possibilities with your company, and would be available for work in the near future. Enclosed is my resume. Please feel free to call me if so desired.

Sincerely,

Robin M. Richards

Enclosure

33211 Detroit Rd
Avon, OH 44011

Cell Phone 440-670-0352
E-mail
Robin_Richards@hotmail.com

Robin Richards

- Objective To utilize and expand my present service experience with the opportunity for career advancement
- Work experience Dec 2005 - Present Country Inn & Suites Hotel By Carlson
Elyria, OH Guest Service Representative
- Ensure guest satisfaction by registering and processing guests via telephone and walk-in reservations accurately
 - Perform accounting functions according to hotel operating procedures to ensure all accounts are complete and accurate
 - Demonstrate a working knowledge of all services and facilities of hotel as well as local area, to effectively assist guest
 - Demonstrate the use of sales techniques and property management systems to effectively sell the property, maximizing occupancy and average rate
 - Act as manager on duty in the absence of the general manager and keep immediate supervisor informed of all matter of significance
- Nov 2004 – Aug 2005 Dillard's Department Store North Olmsted, OH
Sales Associate
- Assist customer in locating merchandise, and when applicable order special items to increase revenue and client satisfaction
 - Maintain inventory control to ensure proper merchandise is on hand
 - Use of sales techniques to effectively sell merchandise
 - Professionally and competently operate register to minimize loss of revenue
 - Perform other duties as requested or required
- Nov 1998 Sept 2004 Khaled Issa & Paula Hendryx Westlake, OH
Professional Nanny
- Provide care for four children, ages birth to six years, for a highly motivated and professional couple
 - Provide transportation to and from school functions and extra-curricular activities

- Maintain daily household responsibilities for all children
- Engage children with structured games and activities to help attain their maximum social, emotional and cognitive development

April 2003 – June 2004 Super 8 Motel Elyria, OH Front Desk Assoc

- Ensure guest satisfaction by registering and processing guests via telephone and walk-in reservations accurately
- Adhere to all established credit and inventory control procedures to minimize exposure to loss of revenue
- Perform accounting functions according to hotel operating procedures to ensure all accounts are complete and accurate
- Understand and apply all hotel safety and security procedures to maintain a secure and safe environment for employees and guests

Sept 1996 – Nov 1998 Mark & Ingrid Salas Westlake, OH
Professional Nanny

- Provide full time care for three children, ages birth to six years, which included feeding, bathing, and stimulating cognitive development
- Schedule daily activities such as play dates, special outings, etc
- Frequently worked on multiple tasks simultaneously with parents of children who worked out of the home

Education and
Training

Currently pursuing my Bachelors degree in Organizational Management through Tiffin University.

National certification through The American Hotel and Lodging Association for a front desk representative.

- Third person nationwide to received brand-specific certification

Graduate of Lorain County Community College Elyria OH
Associates of Arts

Nannies of Cleveland Lakewood, OH Nanny Training Diploma