



Carol Lopez

Front Office Manager

Experienced Front Office Manager with over five years of experience managing reception staff and guest services in hospitality and corporate settings. Known for elevating first-impression satisfaction scores.

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

EDUCATION

A.S. in Hospitality Management
City College, City, ST
June 2016

PROFESSIONAL EXPERIENCE

- Front Office Manager, Grandview Hotel, City, ST**
January 2019 – Present
 - Supervise a team of six receptionists, increasing guest satisfaction scores from 82% to 93%
 - Implemented an automated check-in system that reduced lines by 40%
 - Coordinate VIP arrival logistics, handling 200+ high-profile bookings annually
- Reception Supervisor, City Corporate Center, City, ST**
September 2016 – April 2019
 - Managed switchboard operations and mail distribution for 500+ employees
 - Trained and onboarded 10 new reception hires