

Trevon Mathis

(229)224-9822

trevonm30@gmail.com

*Front Desk~ Concierge ~ Night Auditor~ Hotel Operations-
Receptionist*

PROFESSIONAL OBJECTIVE: Conscientious, meticulous individual with an outstanding background in providing proficient hospitality front desk support in a multitude of capacities. An individual with success in supporting hospitality operations, possessing comprehensive experience in all office functions, and superior customer service.

SKILLS AND PROFICIENCIES:

- Usage proficiency in Visual Matrix Property Management System, MS Word, PowerPoint, and Excel
- Interconnect with third party booking companies such as: Expedia, Priceline, and etc.
- Balance daily operations performing Night Audit function
- Type 40 wpm; expertise in multi-line telephone systems, scanner, faxes, and copiers
- Provides outstanding support in maintaining numerous calendars, tracking correspondence, and suspense reports.
-

EXPERIENCE:

02/2018 - PRESENT

Best Western Plus, Thomasville, GA- Front Desk Agent

- Kept accounts in balance and ran daily reports to verify totals.
- Answered multi-line phone system, responded to inquiries and transferred calls to correct departments and personnel.
- Liaised with housekeeping and maintenance staff to address requests and complaints made by guests.
- Explained details regarding property, including restaurants, pool area, spa and fitness center to acclimate patrons to the resort environment.
- Updated customer accounts with add-on room charges, including additional purchases and room service bills.
- Calculated billings and posted charges to room accounts, reviewing all charges with guests at check out.
- Confirmed relevant guest information and payment methods to prevent fraud.
- Answered customer telephone calls promptly and appropriately.
- Provided services efficiently and with high level of accuracy.
- Welcomed arriving guests, providing room keys and information on amenities and policies.
- Maintained financial accuracy by collecting deposits, fees and payments, processing changes and issuing receipts.
- Took reservations over the phone, in person and via computer for guests and provided confirmation information.
- Accounted daily operations while conducting the night audit.

9/2016 – 12/ 2016

Belk, Thomasville, GA - *Customer Service/Operation*

- Aided customer needing assistance.
- Processed customer transactions.
- Assisted customers with locating inventory throughout four different departments
- Handled merchandising, which resulted in a 10% decrease in items put on clearance
- Assisted customers by guiding them to the appropriate representatives representing 10 different departments
- Facilitated over \$60K in sales transactions
- Unpacked and prep inventory truck
- Organized inventory routes to be completed in an adequate amount of time
- Provided and maintained great service to customers
- Restock merchandise
- Flexible work schedule

EDUCATION:

2011 - 2015

Thomasville High School, Thomasville,GA

High School Diploma

Reference

Available Upon Request