

TOM JAMES

Front Desk Agent

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COVER LETTER

Dear Hiring Manager,

I am particularly drawn to the Receptionist position at your esteemed organization due to your commitment to enhancing guest experiences and ensuring efficient operations. My career includes a notable achievement where I implemented a new reservation system, increasing booking efficiency by 20%. This experience showcases my ability to streamline processes effectively and contribute to a seamless guest check-in and check-out experience, aligning with the standards upheld at your organization.

During my tenure as a Front Office Executive at Hotel Le Maritime, I not only managed guest check-in and check-out procedures to maintain a 95% guest satisfaction rate but also spearheaded the implementation of a reservation system that significantly boosted booking efficiency. By effectively navigating technical issues and directing complex problems to appropriate support, I consistently ensured a high level of service quality for all guests.

My proficiency in Avaya Call Management System, Property Management System, and guest experience platforms such as Marriott GXP, coupled with my strong customer service skills, would enable me to excel in providing top-notch reception services and resolving guest inquiries promptly.

I am keen on bringing my expertise in guest relations, technical support, and multitasking to your team. I am excited about the opportunity to discuss how my background, skills, and enthusiasm for delivering exceptional guest experiences align with the needs of your organization further.

Thank you for considering my application. I look forward to the possibility of discussing how I can contribute to the continued success of your team in person.

Warm regards,

Tom James