Jordan Patel

FRONT DESK SUPERVISOR

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Certificates

Certified Hospitality Supervisor (CHS)

American Hotel & Lodging Educational Institute

08/2024

Skills

Customer Service

Front Desk Operations

Opera PMS

Property Management Systems

PBX • Cash Handling

Service Recovery

Staff Scheduling

Microsoft Office Suite

Leadership

Summary

Front desk supervisor with 4 years in hotel front office roles, now leading a 14-person desk at a 400-room family resort in Orlando. Handles staff scheduling, cash handling checks, Opera PMS and PBX operations, and turns guest complaints into service recovery wins, keeping guest satisfaction above the resort's target.

Experience

Front Desk Supervisor 02/2024 - Present

Sand Lake Grand Resort Orlando, FL

Family resort with 400 rooms, 2 pools, a water park and 1,200 guests on a typical day.

- Oversee a team of **14** front desk agents across 3 shifts, handling 350 arrivals on peak days.
- Build weekly schedules in the Microsoft Office Suite against occupancy forecasts, cutting overtime 18% in a year.
- Verify cash drawers and deposits each shift, keeping variances under $5 on 98% of closes.
- Resolve escalated complaints with service recovery credits, raising the desk's satisfaction score from 82 to 89.

Front Desk Agent 06/2022 - 01/2024

Orange Blossom Suites Orlando, FL

Extended-stay hotel with 220 suites.

- Processed 80 check-ins and check-outs a shift in Opera PMS, posting charges and settling folios without errors.
- Managed the PBX switchboard on overnight shifts, routing about 150 calls and wake-up requests a night.
- Trained 5 new agents on reservations, key encoding, room moves and front desk operations standards for the hotel.
- Achieved the hotel's top loyalty sign-up count in 6 of 18 months through steady customer service.

Education

Bachelor of Science 05/2022

University of Central Florida Orlando, FL

Hospitality Management