

Creating first impressions. Additionally, I play a crucial role in ensuring the hotel's security by monitoring guest arrivals and departures, verifying guest identities, and issuing room keys. This includes managing check-ins and check-outs, handling reservations, answering phone calls and inquiries, and assisting guests with any requests or issues they might have during their stay. Greeting guests with a warm and genuine smile, I made it my personal quest to ensure that each guest felt welcomed and valued from the very moment they stepped through the doors.