JULIAN MERCER

FRONT DESK AGENT

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PROFESSIONAL SUMMARY

Front Desk Agent with 3+ years welcoming guests, managing reservations, and resolving requests in busy city hotels. Calm under pressure, accurate with billing and room assignments, and skilled at turning small service moments into positive reviews and repeat stays.

PROFESSIONAL EXPERIENCE

Front Desk Agent Jan 2025 - Present
Four Seasons Hotels and Resorts, San Francisco, CA

- Check in and check out about 90 guests per shift, confirming preferences, rates, and special requests in the property system before each arrival wave.
- Resolve room, billing, and noise concerns on the spot with polite service recovery, earning named praise in 14 guest reviews over the last year.
- Coordinate with housekeeping and engineering to prioritise early arrivals, helping 85% of requests meet the promised time and cutting lobby waits during peak check-in.
- Recommend room upgrades and dining packages at arrival, generating an average of $1,900 in extra revenue each month while keeping guest reviews positive.
- Handle cash drawers and nightly reports accurately, with no unresolved variances over the last twelve months and clean audit checks each month.
- Brief incoming shifts on VIP arrivals, group blocks, and open guest issues so nothing is lost at handover.
- Processed group check-ins for conferences of up to 80 guests, preparing key packets in advance and keeping the lobby queue under ten minutes.

Guest Services Agent Jun 2023 - Dec 2024
Hilton, Sacramento, CA

- Managed reservations by phone and online, confirming bookings and answering questions about rates, parking, and local events for about 60 callers a day.
- Enrolled guests in the loyalty programme at check-in, exceeding the monthly property goal in seven of twelve months.
- Handled walk-in guests and sold-out nights by helping them find nearby accommodation while preserving goodwill and the guest's future loyalty stays.
- Assisted with group arrivals of up to 60 guests, preparing key packets and welcome materials the day before.
- Trained two new agents on the property management system and standard check-in steps, shadowing them through their first two weeks of shifts.
- Maintained a shared log of guest preferences and repeat-stay notes, helping colleagues personalise arrivals for returning loyalty members.
- Balanced cash drawers and posted charges accurately, closing each shift with no unresolved variances and flagging billing errors to the supervisor promptly.

CORE SKILLS

Guest check-in and check-out | Reservations | Property management systems | Opera PMS | Service recovery | Upselling | Cash handling | Night audit | Loyalty enrolment | Phone etiquette | Conflict resolution | Multitasking | Attention to detail | Bilingual English and French

EDUCATION

A.S. in Hospitality Management, American River College, Sacramento, CA

CERTIFICATIONS

Certified Hospitality Guest Service Professional (CHGSP)