

Madelyn Patterson

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SUMMARY

Front desk and **guest service** professional with four years of hotel experience supporting arrivals, departures, reservations, room assignments, **guest requests**, telephone service, **cash handling**, and service recovery. Provides prompt, courteous assistance throughout each stay, using hotel computer systems to retrieve information, update records, and communicate requests accurately. Handles evening, weekend, and holiday operations with steady judgment, clear English communication, and dependable shift handoffs. Resolves billing questions, room concerns, and **service issues** through patient fact gathering, tactful conversation, and appropriate escalation. Maintains House Bank accountability, monitors front desk conditions, and recognizes signs requiring management or emergency support. Ready to contribute organized front desk execution, local knowledge, and calm customer care within a busy hotel environment.

EXPERIENCE

Front Desk Agent June 2024 - Present
Capitol View Hotel *Madison, WI*

- Supports evening hotel operations for arrivals, departures, reservations, room assignments, guest requests, telephone service, cash transactions, and service recovery. Maintains accurate records and dependable communication across departments while protecting guest experience during busy periods.
- Managed evening arrivals and departures, verifying reservations and completing accurate **guest transactions** during peak **check in** periods.
 - Used hotel computer systems to retrieve reservations, record requests, update stays, and assign rooms matching guest needs.
 - Resolved billing questions and room concerns through careful fact gathering, escalating complaints appropriately to management when needed.
 - Maintained **House Bank** funds through cash transactions, shift counts, and accurate evening **handoff documentation**.
 - Answered **telephone calls**, explained **hotel services** and nearby options, and routed requests for timely department follow up.
 - Monitored lobby conditions and reported operational or emergency concerns promptly to management and hotel teams.

Guest Services Representative October 2022 - May 2024
Lakeside Inn & Suites *Middleton, WI*

- Provided dependable **guest service** across evening, weekend, and holiday coverage, supporting reservations, arrivals, departures, payments, room coordination, telephone inquiries, and **service recovery**. Kept guest information accurate and helped departments respond smoothly during high occupancy.
- Supported evening, weekend, and holiday coverage, welcoming travelers and completing reservation, **arrival**, **departure**, and payment activities.
 - Entered and retrieved **guest information**, matched available rooms, and recorded special requests for clear shift communication.
 - De-escalated room readiness and account concerns by listening carefully, confirming facts, and presenting approved solutions.
 - Balanced cash and payment records, preserving documentation for supervisor review and reliable front desk fund transfers.
 - Provided telephone and in person information about services, dining, transportation, and local destinations to help guests plan.
 - Coordinated **guest requests** with housekeeping and management during high occupancy and competing front desk priorities.

PROJECTS

Guest Request Communication Process 📅 2024
Improved handoff consistency by organizing guest requests, department follow ups, and stay details within routine front desk workflows.

Evening Cash Accountability Review 📅 2023
Supported accurate evening cash control by reviewing House Bank counts, payment records, and shift transfer documentation.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable evening front desk coverage and accurate guest transaction handling.
- Selected for consistent service recovery, calm communication, and reliable support during high occupancy periods.
- Praised by hotel teams for clear guest request documentation and effective cross department coordination.

EDUCATION

High School Diploma 2022
Madison East High School GPA: 3.5 *Madison, WI*
Coursework: English communication, business technology, customer service, hospitality operations

CERTIFICATIONS

- CPR and First Aid 📅 2024

- Hospitality Customer Service Certificate 📅 2023

TECHNICAL SKILLS

- **Hotel Systems:** Property management systems, reservation systems, guest information systems
- **Front Desk Transactions:** Check in, check out, payment processing
- **Cash Controls:** House Bank, cash counts, shift reconciliation
- **Guest Communications:** Telephone service, in person service, written handoffs
- **Room Operations:** Room assignment, availability review, stay updates
- **Service Recovery:** Complaint handling, conflict resolution, management escalation
- **Reservation Records:** Reservation retrieval, guest data entry, request documentation
- **Hotel Information:** Hotel services, dining options, local destinations
- **Shift Operations:** Evening coverage, weekend coverage, holiday coverage
- **Safety Awareness:** Emergency observation, lobby monitoring, incident reporting

SKILLS

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|-------------------------|-----------------------|--------------------------|-------------------------|
| • Guest Service | • Service Recovery | • House Bank | • Guest Requests |
| • Front Desk Operations | • Conflict Resolution | • Telephone Service | • Emergency Awareness |
| • Check In | • Room Assignment | • Hotel Computer Systems | • English Communication |
| • Check Out | • Cash Handling | • Reservation Records | |

PROFESSIONAL AFFILIATIONS

- Hospitality service community participant focused on guest care and front desk standards.
- Local tourism information contributor supporting accurate recommendations for Madison visitors.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST