

12/20 12pm

Ann Walker

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Work Experience

Front Desk Clerk

Towneplace Suites
November 2016 to Present

Check guests in and out. Handle guest request. Stock office ad needed. Clean public space area. Assist in laundry. Answer multi line phone system. Created reservations. Set up incoming reservations. Check out guests.

Night Auditor

TPI hospitality
May 2019 to September 2021

I was. Afloat between 3 hotels as a night auditor. Processed credit card payments. Set up 3rd party billing and routing. Answered multi line phone system. Took Carre of guests needs.and requests. Set up continental breakfast. Compared laundry as allowed.

Night Auditor

Kahler Hospitality Group - Rochester, MN
May 2014 to July 2016

Processed credit card payments. Put together audit pack. Created reports for different departments. Set up third party billing. Communicated information to other staff. Made keys for room assignments. Responded to guests requests.

Education

Aas of medial administrative assistant

Minnesota School of Business-Rochester

Dipolma buisness administration

Minnesota School of Business-Rochester

Skills

- Have used opera operating system and OnQue. (2 years)
- Customer service
- Laundry