
HIRO KIM

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Dear Hiring Manager,

I am writing to express my interest in the Front Desk Receptionist position at Luxury Hotel Group. With a Bachelor of Arts in Hospitality Management and over eleven years of experience in customer service, particularly as a Front Desk Manager, I have honed my ability to create welcoming environments for guests while ensuring their needs are met with professionalism and attention.

During my career, I have developed strong organizational skills and an unwavering commitment to guest satisfaction. My previous role allowed me to lead teams effectively, cultivating a collaborative atmosphere where every member was encouraged to contribute towards exceptional service delivery. I understand the importance of seamless front desk operations and appreciate how critical it is for guests to feel valued from the moment they arrive.

I possess excellent communication skills that facilitate positive interactions with diverse clientele. My adaptability ensures that I can handle unexpected situations calmly and efficiently, while my attention to detail allows me to maintain accurate records and provide personalized recommendations that enhance each guest's experience.

Luxury Hotel Group's commitment to excellence aligns perfectly with my own values. I am eager to bring my empathy-driven approach alongside strong problem-solving abilities into your esteemed establishment. By promoting hotel amenities thoughtfully, I aim not only to meet but exceed guest expectations during their stay.

Thank you for considering my application. I look forward to the opportunity of contributing positively as part of your team at Luxury Hotel Group.

Sincerely,

Hiro Kim