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| **Date of birth:** 04/04/1992  **Nationality:** Kyrgyz  **Marital status:** Single |  |
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**Objective: Seeking a challenging role in the areas of Reception/ Client Relationship/ Administration in a reputed and stable organization.**

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| **Education** | | |
| **September 2009 -July 2013** | **Kyrgyz Economic University.**  **Bachelor degree of Management and Tourism faculty.** | | |
| **Work Experience** | | |
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| **June 2015 to present**  **October 2013 - January 2015**  **December 2012 – September 2012**  **May 2012 –**  **October 2012,**  **May 2011 –**  **October2011** | **Novotel & Adagio Al Bustan Hotel (Accor Group: 361 rooms and suits/ 279 appartments)**  **Abu Dhabi**  **Position: Guest Service Agent**  **Functional duties:**   * Promoting the chain memberships and promotions, sales experience * Conveys the brand and hotel image through the irreproachable attitude * Carry out all operations concerning guest arrival and departure in compliance with internal procedures according to Novotel and Adagio standards * Using computerized front office systems, process accounts from check in through to check out, ensuring accurate postings of all incidental charges. * Payment transactions: accept cash, approved credit cards, travelers’ cheques and foreign currency. To be responsible for a cashiering float. * Acquire complete documents to be attached in the contract such as: folio of payment, cheque copy, merchant copy, visa page and passport copy. * Ensure maximum guest satisfaction through anticipating and exceeding the specific needs and requirements of guests during their stay in the hotel. * Able to understand and react to emergency response and access control procedures; monitors and operates electronic security control systems; and accurately maintains daily logs, records and forms.   **Ibis Al Barsha Hotel (Accor Group: 480 rooms)**  **Dubai**  **Position: Guest Service Agent**  **Functional duties:**   * Excellent customer service. * Handle check-in, check-out. Handling group check-ins and check-outs. Take reservation according to company policy, operation. * Payment transactions: accept cash, approved credit cards, travelers’ cheques and foreign currency. To be responsible for a cashiering float. * Ensure maximum guest satisfaction through anticipating and exceeding the specific needs and requirements of guests during their stay in the hotel. * To inform guests of the facilities within the hotel. To promote the Food and Beverage outlets to increase internal Revenue, provide guests with details on local information and activities as required. * To operate safety deposit box system. * Demonstrated capability of greeting guests with a beautiful smile, providing information &arranging reservations in timely manner.   **Maryotel Hotel**  **Kyrgyz Republic, Bishkek**  **Position: Receptionist**  **Elize Resort Hotel**  **Turkey, Antaliya**  **Position: Guest Relation Agent** |  |
| **Trainings** | | |
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|  | **Ibis Al Barsha Hotel, Novotel and Adagio Al Bustan**  **Front Office Essentials**  **Charged of multitude–** **tasks**   * *Guest Relation* * *Guest Service* * *Front Desk* * *Concierge* * *Reservation*   **Handling Guest complaints ; Guest recognition ; Novotel guest commitment** |  |
| **Languages** | | |
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| **English** | **Excellent** |  |
| **Russian** | **Native language, Excellent** |  |
| **Turkish**  **Kyrgyz** | **Excellent**  **Native language, Excellent** |  |



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