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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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