 **Gulfjobseeker.com CV No:** 255464

E-mail: gulfjobseeker@gmail.com

**PERSONAL SUMMARY**

Well presented with exceptional customer service skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner. Able to be an integral member of an administrative and clerical team, and can follow instructions and also have a willingness to learn. Currently looking for a suitable receptionist position with a progressive company.

**KEY SKILLS AND COMPETENCIES**

* Excellent telephone manner
* Excellent communication skills (Oral and Written English).
* Can offer a warm & friendly greeting to visitors.
* Smart and presentable appearance.
* Ensuring an efficient running and operation of the Reception Desk.
* Good organization and prioritization skills.
* Self motivated, proactive & hardworking.
* Ability to listen, anticipate and multitask.
* Good IT skills Word, Excel, E-mail and Internet.
* Accept and adhere to the need for strict confidentiality.

**WORK EXPERIENCE**

**EKO HOTEL & SUITES, LAGOS**

***Receptionist 2013 – 2015***

***Duties:***

* Undertaking front of house duties, including meeting, greeting and attending to

 the needs of guests, to ensure a superb customer service experience.

* Building good rapport with all guests and resolves any complaints/issues quickly to maintain high quality customer service.
* Dealing with guest requests to ensure a comfortable and pleasant stay.
* Assisting in keeping the hotel reception area clean and tidy at all times.
* Undertaking general office duties, including correspondence, e-mails, filing and switchboard, to ensure the smooth running of the reception area.
* Administering all routes of reservations to ensure that room bookings are made and recorded accurately.
* Undertaking all trainings as required (e.g, First aid, Health and safety, Customer service, Stress management).
* Handling all media and public relations inquiries.

**THE GUARDIAN NEWSPAPERS LIMITED, LAGOS**

***Office Assistant/Computer Operator 2012-2013***

***Duties:***

* Serving as the primary receptionist (answering and directing incoming calls, greeting, directing, and assisting visitors)
* Downloading and designing advert materials for publication.
* Providing direct administrative support to the Marketing Manager.
* Organizing and maintaining paper and electronic files.
* Typing memo, making photocopies, sending and receiving e-mails and shredding documents.
* Ordering, stocking, and distributing office supplies.
* Running errands and performing miscellaneous job-related duties as assigned.

**EDUCATION**

* **2008- 2010 Osun State Polytechnic, Iree.**

*Higher National Diploma Mass Communication*

*(PR and Advertising Major)*

* **2005- 2007 Osun State Polytechnic, Iree.**

*National Diploma (Mass Communication)*

* **1995– 2000 Community Grammar School, Osun State.**

*Senior Secondary School Certificate*

* **1990 – 1995 St. David’s Primary School, Osun State**.

*School Leaving Certificate*

**TRAINING AND CERTIFICATION**

* Customer Service