JOHN

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**OBJECTIVE:**

Seeking for a suitable receptionist position with a progressive company where I can utilize and develop my acquired skills and experience to give my work place excellent results.

**CAREER PROFILE:**

An experienced Hotelier excellent in customer service, problem solving, a team player who is flexible, and cooperative, proficient in Microsoft Office System (Microsoft Word, Microsoft Excel) and fluency in English.

**PERSONAL SUMMARY:**

A polite, well-presented, well-spoken and hardworking receptionist with exceptional customer service skills, experience of working in a busy front office environment looking after the needs of patrons. Always helpful, approachable, cheerful and possessing good observation skills as well as the ability to work alone or as part of a team. Experienced in working under pressure in a quick fast paced environment and able to receive guests on arrival in a friendly. Able follow instructions and also have a willingness to learn.

**EDUCATION**

**BACHELOR OF SCIENCE IN COMMERCE | MAJOR IN BUSINESS MANAGEMENT**

1997 – 2003 | LYCEUM NORTHERN LUZON

**SKILLS & ABILITIES**

* POS SYSTEM
* Room Management System
* Ability to work well under pressure in a fast paced environment.
* Excellent in customer service, reading, listening and writing skills.
* Operational policies and procedures, including those for cash handling and Credit card payment procedures, safety and security, to ensure the safety of all partners during each shift.
* Data Entry Skills
* Good organization and prioritization skills.

**EXPERIENCE**

**RECEPTIONIST CUM RESERVATIONS AGENT |**

**MARMARA HOTEL APARTMENTS | AUGUST 2015-PRESENT**

* Answering all incoming calls / emails and re-routing them to relevant parties.
* Meeting and greeting visitors ensuring they are signed in and inducted.
* Opening, distributing, collecting and taking the post. General administration duties, photocopying, filing etc.
* Dealing with any enquiries at the reception.
* Data entry onto internal systems.
* Dealing with late arrivals and assisting with early check-outs.
* Check out departing guests using the hotel’s accounting system.
* Taking payment from guests in the form of cash or credit cards.
* Being a point of contact for guests should they have any queries.
* Arranging for brief tours of the hotels rooms and facilities.
* Dealing with and resolving customer complaints.
* Reporting any problems to the office manager.
* Monitoring stationary stock and reordering when required.
* Operating a computer system and switchboard.
* Data entry onto internal systems for hotel CID system, DTCM and maintain the data up-to-date as per the requirements of the local authorities.
* Work with computer and scanner to send all the necessary information
* Dealing with Travel Agents regarding reservations and availabilities.
* Creating guest profile for new reservations in the system.

**SENIOR BELL DESK ATTENDANT |**

**MARMARA HOTEL APARTMENTS | AUGUST 2014- JULY 2015**

* Responsible for all Bell Service activities such as luggage service upon guests’ check-in and check-out, luggage storage, message service, and information service and other related tasks.
* Conduct and assist in the proper training of all Bell Service staff.
* Supervise, check and record storage of guest luggage in the baggage storeroom on a daily basis and ensure that it is within the Luggage Storage guidelines.
* Supervise the daily posting and updating of the Events Board in the lobby in co-ordination with F&B Office.
* Monitor and help guests on the guest transportation bookings, especially promote hotel transportation to maximize transportation revenue.
* Help to arrange mail service or other duties requested by guests.
* Ensure the proper distribution of the daily newspapers to all in house guests, especially for VIPs and long staying guest.
* Ensure guests messages, faxes are passed to guests, or delivered to guest- room immediately and accurately.
* Responsible for obtaining update town information regarding places of interests in Dubai and other similar spots intended for tourists.
* Perform other duties be assigned by the Front Office Manager, or other concerned hotel officers.
* Responsible for Data entry onto internal systems for hotel CID system, DTCM and maintain the data up-to-date as per the requirements of the local authorities.
* Work with computer and scanner to send all the necessary information
* Assist Front Desk during absence of receptionists.

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* Answering all incoming calls / emails and re-routing them to relevant parties.
* Dealing with any enquiries at the reception.

**BELLMAN |**

**MARMARA HOTEL APARTMENTS | AUGUST 2012-2014**

* + Welcome guests and create a memorable sense of arrival and departure.
  + Handle guests concerns.
  + Luggage handling.
  + Keep luggage carts clean and polished.
  + Responsible to check function lists.
  + Assists guests with directions, tourist attractions, restaurant recommendations, etc.
  + “Room” a guest, explaining information and details with a thorough knowledge of guest rooms including locations, views, amenities and features.
  + Maintain effective communication with all related departments to ensure smooth service delivery.
  + Handle all messages, mail and packages for guests and employees, ensuring they are delivered at the appropriate time.
  + Assist shuttle drivers with guest and luggage pick up and drop off
  + General Office errands.
  + Any other reasonable requests as made by Front Office Manager.

**SHOP OWNER | k0nghe101 RTW |**

**JULY 2007 TO DECEMBER 2011**

· Sales and Overall retail management

**ASSISTANT FARROWING TECHNICIAN | GOLDON PIGGERY FARM |**

**APRIL 2003- MARCH 2007**

* Assisting sows during the farrowing process.
* This involves looking for problems and reacting to minimize stillborn pigs.
* Processing of litters from sows that have already farrowed.
* Recording of data on the events occurring in the farrowing area.
* Treating sick or weak pigs as necessary to minimize pre-wean mortality.
* Cross-fostering pigs to minimize pre-weaning mortality.
* Weaning and shipping of pigs.
* Washing and preparing the farrowing rooms after weaning.
* Feeding of sows and piglets.
* Adjusting heating and ventilation controls as needed.
* Keeping farrowing area as clean as possible.
* Working with the rest of the farrowing team to finish all jobs.
* Installing and removing heat lamps as needed.
* General maintenance.

I hereby certify that the above is true to the best of my knowledge and belief.

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