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|  ***Farida*** ***Farida.330013@2freemail.com*** |  |

**Professional Objective**

*Delivering excellence in customer service through personalized service*

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| Key Areas of StrengthProfessionalExperienceAcademicqualification and trainingsCertificates OfAppreciationReferees |

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| ►Client relationship►Planning and organizing►People and Service orientated  | ►Cross-cultural work environment►Problem Solving and team work |

**Jumeirah Emirates Tower Hotel Dubai UAE** Conference & events Groups Coordinator September 2011-2013* Coordinating and organising big hotel groups
* Preparing group hotel contracts
* Booking hotel accommodation for groups
* Processing and arranging visas for guests
* Charging hotel accommodation
* Follow up on payments and invoices

Front Office Coordinator - January 2009 to 2011* Maintain open line communication and ensure guest’s feedbacks

 and complaints are handled effectively and efficiently.* Monitor guest request through phone and emails.
* Identifying and anticipating guest’s needs.
* Handling welcome and departure letters.
* Monitoring open folios of the guest.
* Charging Visas and No show for the guests.
* Handling CID system.
* Budget monitoring for front office and prepare end month reports.
* Conducting appraisals for colleagues and nominate colleagues of the

 month and year.**Guest History Coordinator –December 2007 to January 2009*** To liase with I.T. in creation of reports required by Guest History

• To maintain open line communication* Conduct show rounds in the Hotel
* Anticipate guest’s needs
* Conducting appraisals for colleagues

 **Team Leader Telephones Department - January 2007 to Dec 2007*** Ensures all colleagues follow the standard working procedure.
* Ensures smooth operation of work.
* Assist manager in maintaining Standard operating procedures.
* Control departmental expenses.
* Maintain Fidelio updates.
* Preparing colleagues schedule.
* Receiving and sending company’s emails and faxes.

**Departmental/Group Train The Trainer - November 2006 to date*** Trains a large group of colleagues on how to apply guiding principles and hallmarks.
* Trains new and old colleagues on how to perform their duties.
* Identifying individual colleagues training needs.
* Updating standard operating procedures of telephones department.
* Scheduling colleagues on a monthly basis to attend trainings

 **Guest Service Assistance and Service One -August 2005 till January 2007*** Responsible for ensuring all guest complaints and enquiries are handled and resolved.
* Maintain a full knowledge of all safety and emergency procedures.
* Coordinate with other departments to ensure maximization of efficiency.

 **Cross Trained in Accounts Receivables - Jumeirah Beach Hotel Dec. 2004-Jan. 2005** * Maintaining books of accountsp
* Following debts with customers
* Receiving cheques and post to appropriate accounts

Millennium Computer Sales and Servicing - Accountant/Guest Service Assistant Mombasa, Kenya May 2000-May 2004 * Service of computers/scan and install software programmes
* Maintained Account books, print and submit end month reports ( cash books/inventories)
* Controlled outflow of stocks
* Cyber Cafe sales lady supervisor
* Customer service assistance
* Coast institute of Business studies - CPA Section 1
* Government training institute - Final level of Accounts
* Higrade Computer College - Microsoft Excel
* Compucon ventures limited - Windows 95/Microsoft Word
* Higrade computer college - Quick Books
* Opera System
* Presentation Skills
* Disney key to Excellency
* Group Train the Trainer
* Task trainer
* Fidelio Hotel Systems
* Awarded colleague of the year on December 2008 at Jumeirah Emirates Towers Hotel.
* Awarded colleague of the month on February 2008 at Jumeirah Emirates Towers Hotel.
* Received a letter of appreciation for being an ambassador of Dubai Quality Award on February 2008.
* Awarded colleague of exceptional value at Jumeirah Emirates Towers Hotel on April 2007.
* Received nomination of colleague of the month on October 2006 at Jumeirah Emirates Towers.

  •Upon request  |
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