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**Professional Objective**

*Delivering excellence in customer service through personalized service*

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| Key Areas of Strength  Professional  Experience  Academic  qualification  and  trainings  Certificates  Of  Appreciation  Referees | |  |  | | --- | --- | | ►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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