**CURRICULUM VITAE**

**PERSONAL INFORMATION**

**Name: Hristina**



**Date of Birth:** 15t hJanuary 1990

**Place of Birth:** Prilep, R. Macedonia

**Nationality:** Macedonian

**Marital Status:** Single

**CONTACT INFORMATION**

**E-mail:** **Hristina.335636@2freemail.com**

**SUMMARY**

Enthusiastic guest service officer with a pleasant smile, committed to provide the highest standards of hospitality and service to the guests. Helpful with high efficiency and professionalism in responding to the guests needs. Experienced in working under pressure with excellent organizational skills. Reliable, adaptable to teamwork, easy to cooperate and emotionally stable with extremely fine courteous manner. I am highly motivated to apply for this position where I will continue to increase my working experience and develop new abilities.

**EDUCATION**

2009-2012 **University of Tourism and Menagment Skopje**

BSc in Tourism and Management

2004-2008 **Grammar School „Mirče Acev”, Prilep**

High School Degree

**WORK EXPERIENCE**

March2013-June2015 Guest Service Officer – Front Desk / Guest Relations

***Grand Hyatt Doha Hotel***

**PROFESIONAL DUTIES**



Delivers the brand promise and provide exceptional guest service at all times.



Handles all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.



Answering all incoming calls / emails and re-routing them to relevant parties.



Be familiar with the hotel’s products and services and policies.



Maintains positive guest and colleague interactions with good working relationships.



Personally and frequently verifies that guests are receiving the best possible service during check- in and check-out.



Coordinated with housekeeping and parking staff. Review arrivals and departures.



Ensures that guest history records are accurately maintained and all repeat guests are pre-registered.



Ensures that all hotel, company and local rules, policies and regulations relating to financial record keeping, money handling and licensing are adhered to, including the timely and accurate reporting of financial information.



Meets and greets all guests and assists with registrations.



Works closely with other Front Office personnel in a supportive and flexible manner, focusing on the overall success of the hotel and the satisfaction of hotel guests.



Supports and embraces the spirit of “We work through Teams”.



Attends and contributes to all training sessions and meetings as required.



Exercises responsible behavior at all times and positively representing the hotel team and Hyatt International.



Ensures high standards of personal presentation and grooming.



Responds to changes in the Front Office function as dictated by the industry, company and hotel.



Carries out any other reasonable duties and responsibilities as assigned. Communicability, openness, team work ability, organization ability for planning and management of complex projects.

May 2011 - September 2011 Animation Team-Animation/Babysitter

***Kushtur Club Resort-Kushadasi/Turkey***



Greeting and welcoming guest, babysitting kids, making sure guest fulfill their every wish and need.

June 2012 – September 2012 Tour Operator and guide

June 2010 – September 2010 Transfer and Hotel guide/presenter/welcome desk/excursion

June 2009 – September 2009 guide

Travel agency

***ODEON Tours – Turkey/Antalya-Alanya***



Meeting guests at the airport.

Escorting guests to their accommodation.

Organizing and hosting welcome meetings (sometimes for up to 200 people). Selling and organizing excursions and other activities.



Responding to clients' queries (this may involve being on duty for set times each day). Handling client issues, such as: lost luggage or passports; allegations of theft or other crimes; problems with rooms; and health problems, injuries or even deaths.



Dealing with unforeseen 'non-client' problems, e.g. flight delays, coach strikes, weather conditions.



Resolving any conflict with or between clients.

Establishing and maintaining relationships with local hoteliers, apartment owners, excursion agents and travel companies.



Maintaining an in-depth knowledge of the resort and the local area in order to answer clients' questions.



Accompanying customers on excursions and acting as a guide.

Organizing and supervising children's activities and ensuring they are in a safe environment.



Taking part in and organizing daytime and evening entertainment. Checking hotel standards and safety procedures.

Inspecting hotel safety and cleanliness.

Completing risk assessments and health and safety checks. Keeping basic accounts and records, and writing reports.

Assisting in the support and training of new holiday representatives.

September 2016 – Present Ticketing / Cashier / GusetServices

 **Dubai Parks and Resorts UAE**

 **PERSONAL SKILLS**



Excellent telephone manner.

Can offer a warm and friendly greeting to visitors. Smart, presentable appearance.

Ensuring a efficient running and operation of the Reception Desk.

* Good organization and prioritization skills.
* Self motivated, proactive and hardworking.
* Ability to listen and anticipate.



Good organization and prioritization skills. Self motivated, proactive and hardworking. Ability to listen and anticipate.



Profound ability to multitask and keep cool under pressure. Accept and adhere to the need for strict confidentiality. Exceptional ability to relate courteously with costumers. Ambition and great personal responsibility.



Good IT skills World, Excel, Outlook and internet. Very Good knowledge of Opera System.

**Mother tongue**: Macedonian

**Other languages**: English–fluent

Serbian - fluent