**Curriculum Vitae**

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**Tahreem**

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**Objective:**

To get an eminent position in an organization through my positive attitude, disciplinary approach, self motivation and dedication towards the assigned job.

**Academic Qualification:**

* Two Years Diploma in Hotel Management from Pakistan Institute of Management Sciences.
* Intermediate from Federal Board of Secondary and Higher Education
* IGCSE from Cambridge University

**Working Experience:**

**August 2014 – January 2017**

Working as Cabin Attendant In Flight Services for Qatar Airways, Doha, Qatar.

**(Airbus 320-200/300,330-300,380-800 Boeing 777-200,777-300 & 787-800)**

**Responsibilities:**

* Attend preflight briefings on details of the flight.
* Going through safety search of aircraft as well as security of organization and crew
* Ensure that adequate supplies of galley and emergency equipment are onboard.
* Assist in passengers during boarding such as mother with infants or old age passengers.
* Demonstrate the use of safety and emergency equipment.
* Ensure all passengers meet safety requirement for their own benefit.
* Taking care of passenger’s needs, particularly those with special needs such as wheel chair.
* Reassure passengers during flight, such as when the aircraft hits turbulence.
* Administer first aid to passengers or coordinate first aid efforts, when needed.
* Making sure all passengers disembark with positive image of airline and any negative moment of truth to be changed positive by service recovery.
* Handling all sorts of passenger’s complaints and demands and trying our best to fulfill them as necessary.
* Dealing with all sort of special passengers like Medical cases, Deportees, Young passengers, unaccompanied minors and Unruly passengers.
* Direct passengers in case of emergency.
* Ensures that flight is comfortable and enjoyable for passengers.
* Ensuresthat emergency equipment is working, the cabin is clean and team work was ensured.
* Greet passengers as they board the aircraft and direct them to their seats, assisting as needed.
* To ensure all sort of paper work and reports are submitted to the airline company after returning from the flight, as well as on any medical problems that may have occurred during the flight.

**January 2014 - August 2014**

Worked as Guest Service Executive at Jumeirah at Etihad Towers Abu Dhabi, UAE.

**Responsibilities:**

* Greeting guests and welcome them, following all the Check In and Check Out procedures and standards.
* Ensuring that all guest complaints are dealt with promptly and followed up.
* Doing all short of cashiering transaction, rebates and city ledgers.
* Ensuring all guest preferences to be fulfilled according to their expected time of arrival and rooms/suites are ready.
* Communicate with the butlers for any of the guest needs, assistance with pack/unpack luggage or any reference changed.
* Taking notes of their special request and making sure that the request was fulfilled at the preferred time and day.

**April 2013 - December 2013**

Worked as Front Office Officer at Serena Hotel Islamabad, Pakistan.

**Responsibilities:**

As a Front Officer, I have worked in different section in the capacity of the Guest Relation Officer, Front Desk Agent, Lobby host, PBAX operative, Business Centre d Guest Centre Representative. I am responsible to provide professional and costumer focused service to all guests, ensuring their stay will become a memorable experience and my role includes keys responsibilities such as,

* Greet all guests immediately with a friendly and sincere welcome.
* Check In the arriving guest and check out the departing guests in a friendly and caring manner according to Leading Quality Assurance (LQA) standards.
* Use suggestive up-selling techniques to sell & upgrade rooms and to promote other services of the hotel.
* Answer all guest requests and questions in a friendly and caring manner, whether by telephones or in person and takes appropriate action to resolve or refer the matter to the relevant persons to handle.
* To make sure all operation is smooth, always proactive and leading approach towards complicated situation.
* Promote positive guest relation to all individuals approaching to the Front/Guest Relations Desk.
* Deliver a high level of customer service at all times and being guest relations officer gives each guest a personal recognition upon arrival and departure.
* Endeavors to maintain the high standards of the hotel with particular regards to the importance VVIP, state guest, and Prestige Loyalty Program member’s ad repeated guests.
* Prepare VIP amenities requisition and placed in the room prior to their arrival.
* Inspect all VIP rooms prior to arrival and ensure all the arrangements according to the guest preference.
* Arrange and celebrate guest special occasions such as birthday and wedding anniversaries.
* As a GRO dealing with different tasks such as airline, room reservation, escorting, courtesy calls, room amenities, arrivals & departures, preparing and distributing welcome amenities.
* Have a complete understanding of the   hotel Policies, procedures and service standards.
* Knowledge of the hotel products & facilities to perform daily duties with confidence.
* Does everything possible to ensure that the guests depart the hotel with a positive impression of the hotel and its services.

**September 2012 – March 2013**

Worked as Guest Relation Officer at Pearl Continental Hotel Bhurban Muree Hills (Previously known as Intercontinental).

**Responsibilities:**

* As a guest Relation Officer, I was responsible to meet, greet and direct the guests in order to ensure that exceptional guest experience.
* Dealt with the VIP’s includes celebrities, Politicians and high profile people.
* Coordinate with all other departments such as Housekeeping, Engineering, and Room Service to resolve guest quires and preferences.
* Train news staff and lead them to deliver exceptional services.
* Giving all kind of information to the guests regarding the hotel products, services and tour directions.
* Dealing guest arrivals, departures and special request.
* Attend daily briefings on different Standard Operating Procedures.
* Do check in and out the individuals and groups.
* Make sure delivery of the guest amenities and other special occasions.
* Preparing next day check out and ensure the right routings to be there in case of BTC.
* Run daily reports; ensure proper completion and preparing of the reports.
* Making night shifts reports such as room audit and early bird,\Making and updating the guest profile.
* Maintain good communication and work relation in all hotel departments.

**June 2012 – March 2013**

Worked as Management Trainee Front Office at Serena Hotel Islamabad, Pakistan.

**Responsibilities:**

Worked in different sections of Front Office including PABAX, Room Reservation, Business Centre, Guest Services, Guest Relation and Front Office.

**Volunteer Experience:**

* Volunteer Computer Operator for two weeks to Management Information Services at Shifa International Hospital Ltd. Islamabad
* Volunteer Patient Coordinator for four weeks to Out Patient Department at Shifa International Hospital Ltd. Islamabad
* Data Entry Operator at Lufthansa Airways in 2007
* Volunteer Medical Secretary to Chief Medical Officer at Saudi German Hospital Group Sana’a Yemen in 2008
* Member of girls scout including fire fighting, first aid and rescue & search during natural disaster.

**Professional and Expertise Skills:**

* Strong leadership, organization and administration skills with and ability to accomplish the task successfully.
* Complaint handling and problem solving.
* Customer service and Guest Relation Management Skill.
* Ability to work under pressure.
* Excellent communication, negations and people management skills
* Aligning performance for success with can do attitude.
* Adaptability to change and decision making skills.
* Demonstrate respect towards the supervisor and follow their instructions effectually and efficiently.

**Computer Skills:**

* PMS Opera 5.02
* Excellent MS Office (Excel, Word, Outlook and Power Point) skills.
* Photoshop and Coral Draw.
* Movie Making and Editing
* Web Designing.

**Language Skills**

* English Advance Level
* Urdu Advance Level
* Arabic Intermediate Level

**Awards and Achievements:**

* 12x appreciation letter from Qatar Airways.
* 3x appreciation letter from Serena Hotel, Islamabad Pakistan.
* 2x shields and certificates as Events Coordinators in Shifa International Hospital for organizing First National Geriatric Conference.

**Favorite Pursuits:**

* Interior Designing
* Organizing Events
* Travelling & Photography
* Reading Books
* Listening Music

**Reference:**

References will be provided on request.

I hereby declare that all stated above are true according to my knowledge and belief.