 **Receptionist / Reservation Agent**

 **with 5 years Professional Experience**

**MARIA**

**MARIA.348022@2freemail.com**

**CAREER OBJECTIVE**

To be a successful professional in **Receptionist/Reservation Agent/Secretary** by joining an organization that can provide me opportunities to widen my skills, to grow & expand with the organization.

**WORK EXPERIENCE**

**Receptionist** : Al Jazira Club Hotel, Abu Dhabi, UAE (May 2012 – Present 2017)

* **Reservation Agent** : Al Jazira Club Hotel, Abu Dhabi, UAE ( August 2014 – Present 2017 )
* **Document Cotroller** : Agoo Montessori Learning Center, Philippines ( June 2010 – January 2012 )
* **Secretary** : Agoo Montessori Learning Center, Philippines ( June 2009 – January 2010 )
* **English Teacher** : Agoo Montessori Learning Center, Philippines ( June 2009 - 2012 )

**JOB PROFILE**

**Reservation Agent**

* Receiving calls from the guests interested in staying a hotel
* Verifying customer information and payment options
* Sending customers confirmation note or email and assigning rooms to guests
* Help guest choose the right packages and accommodations to fill their needs.
* Good communication skills and attend to customers’ needs on time
* Remind the guest of their upcoming reservations or update them on any changes made on their reservation

**Receptionist**

* Administration and customer skill
* IT skills to work with computerized booking and payment systems
* Excellent written and spoken communication skills
* Friendly and professional telephone manner
* Patience and tact
* Have the ability to stay calm under pressure and look after several things at once
* Dealing with bookings
* Completing procedures when guests arrive and leave
* Choosing rooms and handing keys
* Preparing bills and taking payments
* Taking and passing on messages to the guests
* Dealing with special requests from the guests
* Answering questions
* Dealing with complaints or problems

**Document Controller**

* Organizing records
* Developing systems
* Conducting audits

**PROFESSIONAL SKILLS**

* Honest
* Self-motivated & positive attitude
* Team worker
* Flexibility
* Hardworking
* Adaptability
* Quick learner

**PERSONAL INFORMATION**

Date of Birth : 24 December 1986

Gender : Female

Nationality : Filipino

Marital Status : Single

Religion : Roman Catholic

Languages Known : Tagalog, English

Visa Status : Employment Visa

**REFERENCE**

Reference will be provided on demand.