|  |
| --- |
| **APEH**  [**APEH.359450@2freemail.com**](mailto:APEH.359450@2freemail.com)    **Personal Profile**  ***Date of birth***  *OCT 14 1993*  ***Sex***  *Male*  ***Marital Status***  *Single*  ***Nationality***  *Cameroonian*  ***Area of expertise.***  *Telephone Operator*  *Customer service.*  *LANQUAGES*  1 ENGLISH  2 FRENCH |

**HOTEL TELEPHONE OPERATOR**

**Objective**

Speak clearly, distinctly, and with a friendly, courteous tone. Uses listening skills to put callers at ease and obtains accurate, complete information. Answers incoming calls and direct them to guest rooms through the telephone. Takes and distributes messages for guests provides information on guest services, and answers inquires about public hotel events.

**TELEPHONE OPERATOR DUTIES AND RESPONSIBILITIES**

**HOTEL HOLIDAY INTERNATIONAL SHARJAH**

1. Answers incoming calls,

2. Directs call to guest rooms, staff, or departments through the switchboard system.

3. Places outgoing calls.

4. Receives guest messages and deliver the same to the guest.

5. Logs all wake-up call requests and performs wake –up call services.

6. Provides information about hotel service to guest.

7. Understand the telephone operator switchboard .

8. Provides paging services for hotel guest and employees.

9. Knows what action to take when an emergency call is required. 10. Must be polite and courteous while answering the phone. 11. Open and close telephone functionality on the hotel front office software.

12. Monitors automated system including fire alarms and telephone equipment when engineering and maintenance department is closed. 13. Keep records of calls placed and received by all departments and recording the call charges.

**HOW TO ANSWER OUTSIDE CALLS**

Good Morning , Good Afternoon , Good Evening , Hotel Holiday International , Apeh Speaking How May I Help You.

**HOW TO ANSWER INTERNAL CALLS**

Good Morning , Good Afternoon , Good Evening , Operator Apeh Speaking , How May I Help You.

***EDUCATION*** QUALIFICATION

* ODINARY OLEVEL
* ADVANCE OLEVEL

**Strengths**

* Good interpersonal and communication skills
* Confident and Self motivated
* Ability to work individually or as a team with or without supervision
* Ability to prioritize duties
* Can adapt to changes easily
* Ability to work under pressure.

**Additional Skill**

* Ms Office: Word, Powerpoint, Excel and outlook

**References**

Can be provided upon request

**Declaration**

I declare that the information provided above is true and correct to the best of my knowledge.