**CURRICULUM VITAE **

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**PERSONAL DETAILS:**

NAMES: ODETTE

**POSITION DESIRED : HOSTESS/GUEST ATTENDANT**

**CAREER OBJECTIVES**

**PERSONAL ATTRIBUTES**

* Honest person with good communication and interpersonal skills.
* Consummate and knowledgeable hotel hostess professional with extensive experience in superior guest relation .excellent customer service professional with above-average social and interpersonal communication skiils .two years of hotel hostessing experience wth extensive knowledge of hotel and front desk operations
* **CORE QUALIFICATIONS**
* Terrific guest assistance upon arrival
* knowledgeably provide information about local attractions and events
* Courteous treatment of all guests
* Skilled problem solving abilities to address concern
* friendly and professional greeting of arriving guests

**Le meridien Hotel, Douala, Cameroon Jan 2012- Jan 2014**

**Positon: RECEPTIONIST**

**Duties and Responsibilities**

* Answer phone calls and make reservations.
* Welcomes clients into the hotel and clarifies their inquiries
* Provides every customer with an outstanding service maintaining good product knowledge and every aspect involves in making the guest satisfy.
* Suggest rooms for clients depending on the types of rooms

The client wants.

* Greeting guest upon arrival and completing check-in procedures
* Receives incoming documents and register them.
* Communicate customer request to management
* Create a conducive and friendly atmosphere for all clients.
* Accurately administer front desk activities.
* Immediately communicate guests concerns to management as needed
* Keeping the front desk area clean and organised
* Answer room service calls and provide orders to kitchen staff .
* Provide information about local eateries and current event and entertainment options

**BLUE PEARL HOTEL CAMEROON**

**POSITION:RECEPTIONIST**

**DUTIES AND RESPONSIBILITIES**

* **answer phone calls and book appointments for customers**
* **greeting and directing customers to get the services they want**
* **being attentive to clients at all times**
* **resolving any customer complains**
* **giving sales presentations to potential customers explaining the benefits of our products**
* **answering any queries from customers**
* **taking cash and credit card payment from clients**
* **keeping the environment always clean**

**EDUCATIONAL QUALIFICATION**

**ORDINARY LEVEL CERTIFICATE**

**ADVANCE LEVEL CRTIFICATE**

**HIGHER NATIONAL DIPLOMA IN BANKING AND FINANCE**

REMARKS; I DECLARE THAT THE ABOVE INFORMATION GIVEN IS TRUE TO THE BEST OF MY KNOWLEDGE.

REFERENCE TO BE FURNISH UPON REQUEST.