

***Elaine***

***Elaine.366074@2freemail.com***

***I am a British national living in Dubai.. I have many years experience in Administrative, Customer Service, Hospitality and Aviation. Therefore, I am well equipped to deal with all aspects of any job and any challenges or deadlines that have to be worked to as my skills are not limited to 1 particular field. I work to a professional standard with discretion at all times of my life whether it's private or professional.***

**EMPLOYMENT**

**October 2011 - April 2017 Etihad Airways Abu Dhabi**

**CABIN CREW**

**Main Responsibilities -**

* ***Attending a pre-flight briefing, during which air cabin crew are assigned their working positions for the upcoming flight. Crew are also informed of flight details, the schedule and if there are passengers with any special requirements, such as diabetic passengers, passengers in wheelchairs or the number of infants on board.***
* ***Carrying out pre-flight duties, including checking the safety equipment, ensuring the aircraft is clean and tidy, ensuring that information in the seat pockets is up to date and that all meals and stock are on board.***
* ***Welcoming VVIP, CVIP and premium class guests and taking care of their every need.***
* ***Delivering 5 star service onboard at all times.***

**February 2007 - October 2011 British Airways United Kingdom**

**CABIN CREW**

**Main Responsibilities -**

* ***Providing a high level of customer care to all customers, whether they have flown first class from a transatlantic flight and travelling onwards to their final destination. Or even if it's a first time flyer.***
* ***Work as single cabin crew in charge of a cabin of 34 passengers.***
* ***Business Class Trained.***
* ***Work on Corporate or VIP chartered flights for company.***
* ***Ensuring that safety and security is of a high standard at all times.***
* ***Responsible for any first-aid incidents that arise onboard.***
* ***Taking responsibility for the control and ordering of catering.***
* ***Manage workload effectively, ensuring all tasks completed within tight deadlines and to the highest standard.***

**May 2005 - October 2011 Tontine Hotel United Kingdom**

**RESTAURANT SUPERVISOR**

**Main Responsibilities -**

* ***Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.***
* ***Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.***
* ***Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.***
* ***Perform personnel actions, such as hiring and firing staff, providing employee orientation and training, and conducting supervisory activities, such as creating work schedules or organizing employee time sheets.***
* ***Perform various financial activities such as cash handling, deposit preparation, and payroll.***
* ***Compile and balance cash receipts at the end of the day or shift.***
* ***Conduct meetings and collaborate with other personnel to plan menus, serving arrangements, and related details.***

**February 2000 - February 2007 T-Mobile United Kingdom**

**BUSINESS ACCOUNT COORDINATOR / ADMINISTRATOR**

**Main Responsibilities -**

* ***To provide a high level of customer service to our Corporate Business customers and dealers.***
* ***Take ownership of all queries and liaise with other departments to ensure they are resolved first time.***
* ***Ensure delivery of all account sales to an agreed time-scale (project plan) and to a high standard.***
* ***Liaise with senior management to advise of potential problems with services and accounts, formulating and presenting solutions.***
* ***Develop relationships with other T-mobile departments.***
* ***Keep customers up to date with all new products and services.***
* ***Scheduling and attending meetings.***
* ***Creating agendas and taking minutes.***
* ***Keeping diaries and making appointments.***
* ***Organising travel for management.***

**June 1996 - September 2000 Servisair United Kingdom**

**AIRCRAFT DISPATCHER**

**Main Responsibilities -**

* ***Responsible for VIP Jets / passengers that arrived at airport***
* ***Organising a team of people to assist with the completion of the speedy turnaround of the aircraft.***
* ***Liaising with the captain with flight plans and weather.***
* ***Ensure the correct quantity of luggage / weight is loaded.***
* ***Arrange refuelling for aircraft.***
* ***Organise the correct catering is delivered to the Aircraft with timescales given.***
* ***Offering a high level of customer service at all times.***

**EDUCATION**

**August 1997 - May 2002 Port Glasgow High United Kingdom**

* ***English***
* ***Maths***
* ***French***
* ***Secretarial Studies***
* ***Art & Design***