**Allan**

**Allan.367643@2freemail.com**

**Career Objective**

Seeking a position as a BELLMAN at utilizing successful hospitality experience and exceptional skills in providing excellent services to guests.

Positive attitude and good communication skills

Commitment to delivering a high level of customer service

Excellent grooming standards

Flexibility to respond to a variety of different work situations

Ability to work on your own and as part of a team

Knowledge of the local area

**KEY OBJECTIVES**

* Over three years of experience in concierge department
* Complete knowledge of the concierge department
* Highly skilled in anticipating guest needs and responding appropriately
* Well versed in sustaining positive guest relations

**MAJOR ACHIEVEMENTS**

* Managed a delegation of BMW CONFERENCE by providing them with the best hospitality services

Awarded the Best Employee of the Month title following provision of excellent guest services in 2015/2016

 **WORK EXPERIENCE**

JAN 2010-JAN2013

**•MANANGING FAMILY BUSSINESS.**

 **WORK EXPERIENCE**

MAR 2013-AUG 2014

**IBIN BATTUTA MALL**

 **POSITION; TAXI GREATER**

**KEY QUALIFICATIONS**
• Over one year of experience as a greeter
• Neat and professional appearance
• Highly skilled in receiving, greeting and directing visitors to the appropriate employee or department
• In-depth knowledge of taking messages and providing necessary information to callers
• Hands-on experience in receiving and responding to incoming calls on the multi-line phone system in a polite and specialized manner

**SKILLS**
• Proven record of updating telephone and worker listings

• Able to keep accurate records of visitors and customers
• Demonstrated ability to process and distribute daily and weekly reports

 • skilled in Word, Excel, Outlook and PowerPoint

**WORK EXPERIENCE**

**CROWNE PLAZA DUBAI DEIRA - September 2014 to Date**

**POSITION;DOORPERSON**

**• Loaded and unloaded luggage carts
• Escort guests to rooms
• Checked luggage tags for arrivals and departures
• Maintained current listing of leisure, particular events and activities**

**CROWN PLAZA DUBAI DEIRA**

**POSITION;BELLMAN**

**Assist guests with heavy packages, coats, suitcase, etc. courteously and quickly, before having to be asked**

**Adhere to guest check-in and check-out procedures pertaining to baggage handling**

**Welcome guests at the main entrance with the greeting appropriate to the time of day**

**Assist arriving and departing guests by opening and closing car and taxi doors**

**Maintain a clean and tidy entrance, drive-way and lobby**

**Guide the guest to the Front Desk and wait behind the guest during the check-in**

**Be familiar with hotel layour and memorize the preferred route for escorting guests**

**Room the guest in accordance with hotel standards**

**Be familiar with the lift workings and emergency stairs**

**Provide information to guests about the hotel facilities and services**

**Learn and utilize names of guests, especially repeat and long staying guests and routinely greet guests as they pass through the lobby**

**Help other employees in department, replacing them temporarily when necessary**

**Keep the baggage room clean and in order**

**Upon arrival of newspapers, prepare them and deliver them to guest rooms as assigned by Front Office staff**

**Use the Duty Log to document matters of importance**

**Arrange transport with the Airport Concierge and coordinate luggage**

 ***EDUCATION BACKGROUND***

**Kenya Certificate of Secondary School (2005-2009)**

**Kenya Certificate of Primary School (1995-2004)**

**Computer Knowledge: Microsoft word, Internet, Opera, Email**