 Norabelle

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**PERSONAL INFORMATION**

Presently working as a Telephone Supervisor (Opening Team) at the Gloria Hotel in Sheikh Zayed Road, Dubai UAE. In charge in the daily operations with 11 team members, doing the daily and monthly reports, giving trainings to the new recruits in the Front Office. Attending the morning briefings to report the previous developments and giving inputs whenever necessary.

#### Key Skills:

* To ensure a strong product knowledge of the hotel services and facilities and to ensure that it is being relayed and followed by the team
* Dealing with guest inquiries in an efficient, accurate and courteous manner, and making sure that it is adhered by the colleagues
* Accepting full responsibility of the actions taken by the staff under my supervision

#### Taking responsibility in giving trainings to the new recruits, for them to be able to function well in a Customer Service field

CAREER HISTORY

**Communications Supervisor (Pre Opening)**

Gloria Hotels & Apartments

July 19, 2010 to present

Sheikh Zayed Road, Dubai

United Arab Emirates

##### Key Achievements:

* Leadership and Change Management

Organized by Hammersmith Management College (HMC) UK

Gloria Hotels & Resorts

March 06, 2017

* Departmental Trainers Certification Course

Gloria Hotels & Resorts

February 03 – 05, 2014

* Essentials of Hospitality

Gloria Hotels & Resorts

March 03, 2015

* Fire Fighting & Prevention Method

Safer Fire Safety Consultancy

May 28, 2015

* Trainers Skills Workshop

Gloria Hotels & Apartments

February 25, 2015

* Supervisory Development Program – “You as a Supervisor”

Gloria Hotels & Resorts

May 12, 2013

* Service Recovery

Gloria Hotels & Resort

December 25, 2013

**Telephone Supervisor (Pre Opening)**

Samaya Hotel Deira

PO Box 88449

Deira, Dubai

October 20, 2007 to May 20, 2009

United Arab Emirates

**Key Skills Gained:**

* Ensure that all phone lines are answered within three (03) rings
* Ensure the highest standard in Customer Service and Etiquette
* Handling guest complains to the guest’s satisfaction

##### Key Achievements:

* Certificate of Completion

Save the Environment/Global Warming

Samaya Hotel

July 13, 2009

* Creating Customer Satisfaction

Samaya Hotel

May 20, 2008

* Certificate of Appreciation

Samaya Hotel

January 30, 2008

**Guest Service Agent**

Jebel Ali Golf Resort & Spa

PO Box 9255

United Arab Emirates

January 2006 to October 17, 2007

**Key Skills Gained:**

* Assisting guests on their complains and taking action
* Assisting guests of their requests
* Booking of table for both in house restaurants and outside
* Rebooking and confirming of flights of guests
* Booking of hotel reservation for guests in or out of the country
* Booking of tee off timings for t he resort and other golf courses

##### Key Achievements:

* Basic Food Handling

Jebel Ali Golf Resort & Spa

January 29, 2007

**Telephone Operator**

Jebel Ali Golf Resort & Spa

PO Box 9255

United Arab Emirates

August 2004 to December 2006

**Key Skills Gained:**

* Attending to both incoming and outgoing calls
* Responsible for sending incoming and outgoing faxes for both the guests and the management
* Taking wake up calls and giving it to the guests on time
* Preparing full written handover for the following shift
* Ensure fire safety, and report to the duty manager whenever there is a fire hazard.
* Handling guest complains and ensuring that it is solved

##### Key Achievements:

* Employee of the Month

Jebel Ali Golf Resort & Spa

July 2005

* Customer Service Extra Mile

Jebel Ali Golf Resort & Spa

February 08, 2007

**Passenger Service Agent (Ground Staff)**

DNATA Dubai Airport

April 18, 1994 to May 25, 1995

**Key Skills Gained:**

* In charge of announcing and paging passengers at the boarding gates (departure)
* Handling Transit and Transfer passengers to the aircraft
* Assisting unaccompanied minors to the aircraft
* Assisting passengers to the proper authorities for their documents
* Giving correct information to the passengers

##### Key Achievements:

* Passenger Service Skills

Emirates Training Centre

December 08, 1994

* Introduction to Civil Aviation

Emirates Training Centre

October 12, 1994

**Telephone Operator**

Hyatt Regency Hotel

PO Box 5588

United Arab Emirates

April 1986 – May 1991

**Key Skills Gained:**

* Connecting and attending to both incoming and outgoing calls
* Giving call time to the airline crew e.g. Malaysian Airlines, Bangladesh Biman Air, Air India, Air Lanka, Philippine Airlines
* Giving wake call for both the Airline Crew and regular guests
* Giving accurate information in and out of the hotel
* Connecting overseas calls for both guests, offices and shops

**Key Achievements:**

* Employee of the Month

Hyatt Regency Dubai

April 1991

* Telephone Techniques Course

Emirates Training Centre

January 10, 1990

### Education:

* La Consolacion College

Mendiola Manila,

Philippines

Bachelor of Arts in Tourism (Graduated)

May 31, 1986

* I believe that in taking my course, I was able to achieve the goal that I was aiming for.

Being in a Customer Service field, I was able to think out of the box, think the way a guest will feel

Whenever there is a situation or a request that is difficult to handle. I was always able to pacify the guests or give them alternatives.

**PERSONAL INTERESTS**

When there is an opportunity, I love travelling and visiting other places. Taking pictures of the flora and fauna.

And on my quite times I am keen on reading books. I want to always stay connected to my family back home.