**TUTI**

**Personal Information:**

**Name: Tuti **

**Email Address:** **TUTI.375495@2freemail.com**

**Marital Status: Single**

**Gender: Male**

**Nationality: Ugandan**

**Visa Status: Residency Visa (Transferable)**

**Religion: Islam**

**Target Job Title:** Call Center Agent / Reception

**Target Job Location:**

UAE

**Career Objective: To specialize in my field of preference as a call center Agent or reception** hence to face new challenges as opportunities.

**Education**

**Aug 2007 to Aug 2008: Diploma in Public Administration at Kampala International University (Kampala, Uganda).**

**Jan 2005 to Nov 2006: Uganda Advanced Certificate of Education (UACE) at Nakirungu Senior Secondary School. (Sironko, Uganda)**

**Jan 2001 to Nov 2004: Uganda Certificate of Education (UCE) at Mbale Senior Secondary School. (Mbale, Uganda)**

**Personal Skills:**

.Communication skills

.Customer Care Skills

.Computer Micro Office skills

.Adaptability and Flexibility

.Team Work

.Fast Learner

.Highly Dependable

.Excellent to Details

**WORK EXPREINCE**

**Experience (8 Years, 4 Months) Add**

01/08/2017 to present Towers Rotana Dubai

Reservations Agent

**Duties and Responsibilities**• Process and confirm guest room reservations made by clients on the phone, letter or fax.
• Input all reservations into the computer, recording all pertinent information and attend to inquiries, complaints and requests regarding reservations.
• Remain up to date with all the promotions in and around the hotel and follow established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.
• Show complete product knowledge, understand rate structure and apply rate management .
• Maintain established filing system for all correspondence and collate reports as required by Reservations Manager or Supervisor.
• Promote and maintain good public relations and endeavors to maximize business.
• Maintain an accurate room status at all times.
• Ensure all incoming calls are answered as per the Rotana standards, information received by fax is inputted and check constantly the incoming e-mails.
• Organize visa request for hotel guest as per hotel policy and up-sell whenever an opportunity is identified.

May 2015 – 01 -08-2017

**Telephone Operator**

**At The Cove Rotana Resort**

**Location:** Ras Al Khaimah, United Arab Emirates, Al Dhaith Road South
**Company Industry:** Hospitality/Tourism/Travel
**Department:** Front Office

**Duties and Responsibilities**•Receive each guest call in a professional and friendly manner.
•Maintain effective communication with all related department to ensure smooth service delivery.
•Handle every query in a polite and courteous manner and exceed guest expectations.
•Maintain an up to date knowledge of the hotel and local services.
•Maintain an awareness of guest profile through the Opera guest profile system.
•Complete management’s long distance call vouchers and record them on the traffic sheet
.•Maintain the guest wakeup call sheet and deliver calls accordingly on time and to the established standard
•Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.
•Checking the room rates and availability for the guest and booking confirmation numbers for the guests.
•Checking for the guest billing instructions.
•Take messages for guests and management as per the required standard and deliver to the guest rooms accordingly.

• Checking the room rates and availability for the guest and booking confirmation numbers for the guests.

•Checking for the guest billing instructions.

**EXCEEDING GUEST EXPECTATIONS:**
•On 12.12.2016 Guest called asking for wake-up call and when results came back on 25.Jan.2017, it was LRA Audit and I got 100%.

•On 14th.02.2017 I got certificate of recognition for leading in exceeding guest expectations from my Director of Front Office.

•As telephone Operator I exceeded guest expectations and my name was mentioned in Clara bridge survey (Marx matrix) several times and getting good guest feedback from my director and Managers upon checkout at the reception.
•Handles more than 500 guest calls, complains and resolve guest problems immediately by informing my Managers and following up urgently on all guest requests to the respective departments and making courtesy calls to guests.
•Leading in writing all guest feedback in my Rotana that enables GM, all directors and Managers to know all the guest comments and resolve guest problems.
•Training new colleagues as per Rotana (S.O.P) as telephone operator when doing Inter departmental cross training and intern colleagues.

**October 2016 – Feb 2017**

**Did Cross training as Front Office Agent on job training.**

**At The Cove Rotana Resort**

**Location:** Ras Al Khaimah, United Arab Emirates
**Company Industry:** Hospitality/Tourism/Travel
**Department:** Front Office

**Duties and Responsibilities.**

•Receiving incoming calls as per Rotana Standard.
•Checking in the guests and checking out in the system.
•Making new keys for the guests.
•Updating the guest registration cards.
•Handling the guest billing and payments.
•Provide prompt, courteous and efficient service to all guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure
•Vicas check in, Vicas check out, Room change in Vicas, Group check in, Assign room in Vicas.
•updating guest profiles (RCR)

•Departure Folio.
•Placing RCs in box.

•Ensure guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed

•Conduct in room & hotel familiarization and assist guest in hotel activity enquiries / requests
•Maintain an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to guest queries
•Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels
•Accurately administer Front Desk cashiering standards and comply with all laid down systems, policies and procedures
•Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems
•Maintain the privacy of all guests by ensuring that no details of the guests are disclosed
•Making new keys for the guests.
•Scanning the guests passports by first checking on the expired dates demonstrate a complete understanding of the hotel’s policies, procedures and service standards and have full knowledge of the hotel facilities and happenings.
•Making new keys for the guests.
•Up selling.

**April 2016 - July 2016**

**Did Cross Training as a Reservation Agent on job training and achieved asuccessful award of certificate.**

**At The Cove Rotana Resort**

**Location:** Ras Al Khaimah, United Arab Emirates, Ras Al Khaimah
**Company Industry:** Hospitality/Tourism/Travel
**Department:** Revenue

**Duties and Responsibilities**•Receiving the incoming calls as per Rotana standard.
•Making booking received through emails, telephone and fax for individual booking, company booking, travel agency and replying back to the guests by sending them confirmation numbers through their emails and mobiles.
•Canceling the booking as per Rotana policy.
•Process and confirm guest room reservations made by clients on the phone, letter or fax
• Input all reservations into the computer, recording all pertinent information and attend to inquiries, complaints and requests regarding reservations
• Remain up to date with all the promotions in and around the hotel and follow established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.
• Show complete product knowledge, understand rate structure and apply rate management
• Maintain established filing system for all correspondence and collate reports as required by Reservations Manager or Supervisor
• Promote and maintain good public relations and endeavors to maximize business
• Maintain an accurate room status at all times
• Ensure all incoming calls are answered as per the Rotana standards, information received by fax is inputted and check constantly the incoming e-mails
• Organize visa request for hotel guest as per hotel policy and up-sell whenever an opportunity is identified

July 2013 - April 2015

#### Telephone Operator at Yas Island Rotana

**Location:** Abu Dhabi, United Arab Emirates, Abu Dhabi
**Company Industry:** Hospitality/Tourism/Travel
**Department: Front Office**

**Duties and Responsibilities**

•Receive each guest call in a professional and friendly manner.
•Maintain effective communication with all related department to ensure smooth service delivery.
•Handle every query in a polite and courteous manner and exceed guest expectations.
•Maintain an up to date knowledge of the hotel and local services.
•Maintain an awareness of guest profile through the Opera guest profile system.
•Complete management’s long distance call vouchers and record them on the traffic sheet
.•Maintain the guest wakeup call sheet and deliver calls accordingly on time and to the established standard.

 •Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.
•Checking the room rates and availability for the guest and booking confirmation numbers for the guests.
•Checking for the guest billing instructions.
•Take messages for guests and management as per the required standard and deliver to the guest rooms accordingly.

• Checking the room rates and availability for the guest and booking confirmation numbers for the guests.

•Checking for the guest billing instructions.

**December 2010 - June 2013**

**Room Service Order Taker**

**At Abu Dhabi National Hotel**

**Location:** Abu Dhabi, United Arab Emirates, Abu Dhabi
**Company Industry:** Hospitality/Tourism/Travel
**Department:** Food & Beverage

**Duties and Responsibilities**
• Accurately take Guest orders by means of Phone, ensure that Guest name, Room number, time of guest order and delivery timings are clearly registered. Follow established phone courtesy standards and actively sell food and beverage using up-selling techniques. Receive guest restaurant reservations and requests for “Private Dining Room” according to established hotel standards.

 . Input guest orders in Micros and issue guest check for each order. Ensure all special guest requests are very well explained to the kitchen via Micros. In case of guests with dietary restrictions inform the Manager on duty and the Chef.

. Make knowledgeable, informed and articulate recommendations and suggestions regarding all menu items. Offer information on all menu items, beverage items and help guest with food and wine Pairings, advise guest with approximate time frame for preparation, delivery and answer any other general guest questions.

. Monitor guest orders and ensure that all guest orders are delivered within the quoted time. The Guest order tickets should have both what time the order was taken and the delivery time.

. Coordinate guest amenities with Executive office and follow up with front desk and Housekeeping of any room changes, cancelations, do not disturb rooms.

. Co-ordinate with housekeeping for pick-up of Guest trays and Tables after completion of guest meals. Maintain the pick-up log and follow up with service staff for tray pick-ups.

. Assist the Room Service staff during peak times and help in coordinating and setting up Room service tables for servers. Provide general supervision and coordination of Room Service Servers.

. Responsible for issued banks, payments, change and accuracy of closed checks. Accurately calculate, monitor and pay gratuities to food and beverage employees. Conduct shift end reports and forward them to the accounting department.

. Take ownership within reason of any special guest request or guest complaints and if needed refer to Manager on duty.
**January 2009 - November 2010**

**Room Service Order Taker**

**At Kampala Serana Hotel**

**Location:** Kampala, Uganda
**Company Industry:** Hospitality/Tourism/Travel
**Department:** Food & Beverage

**Duties and Responsibilities:**

• Deliver the company experience for guests.
• Work with the hotel team to create the company experience for the guests
• Create an environment for the guests designed to stimulate all senses through personal services, amenities and experience.
• Follow-up with guests with additional services that enhance the guest’s experience.
• Handle guest’s requests personally or refer as appropriate.
• Demonstrate the hotel values when providing services and teamwork.
• Create luxury for all the senses by greeting and seating the guests.
• Welcome all the guests and make them feel at home.
• Take all room service orders quickly and courteously.
• Help servers provide service during busy times.
• Monitor all sweeps to ensure proper cleanliness.
• Handle customer inquiries and complaints.
• Maintain that all SOP’s applied room service are followed.
• Process customer bills promptly and accurately.
• Ring up bills accurately.
• Process room chargers immediately.
• Follows hotel cash and credit card handling policies.
• Attend all meetings and training at any time when called upon.