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| John Email: | John.381440@2freemail.com  |
| Date & place of Birth: | 22th May, 1994 / Egypt |
| Nationality: | Egyptian |
| Marital Status: | Single |
| Military | Exempted |
| Visa | Resident |
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|  | **Summary & Objective** |

An accomplished, results oriented and dynamic senior customer service professional with a passion and talent for achieving optimal levels of customer satisfaction. Specializing in resolving customer grievances at all levels, and experienced in performing a wide variety administrative duties involving budgets, policies, procedures, organization, planning, contracts, facilities, systems, equipment, supplies, personnel and special projects.

Seeking a senior customer service role with a reputable organization where I can make a real difference by building on my previous experience to produce outstanding results.



**Education**

**2017** Bachelor of Hotel Management, Faculty of Tourism and Hotels, Hurghada University, Egypt

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|  | **Training & Skills** |  |
| Computer Skills: | Microsoft Office and Microsoft Outlook |
| Personal Skills: | Accurate, detailed, focused, team player, highly dedicated, hard worker, trustworthy, self- |
|  | motivated and eager to learn and develop my skills |
| Training Experience: |  |  |

* Summer training At Marriott Groups in Hurghada in the kitchen operation from 01st FEB-2015 till 26th of DEC 2015
* Personal Skills: Accurate, detailed, focused, team player, highly dedicated, hard worker, trustworthy, self-motivated and eager to learn and develop my skills
* Body language training, up selling course, telephone switch board training.
* Handling customer complaints, telephone communications, check in/out procedures on opera System
* **March 2018 – Current Mina A Salam Hotel – Jumeirah Group Guest Service**

**Executive**

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* Mina A Salam Hotel is an award winning five star hotel located in the exclusive Jumeirah Beach area in Dubai, and operated by Jumeirah Group.
* **Duties include:**
* Resolve any customer issues or complaints, and report any maintenance requirements for quick response

Takes and distributes messages for guests, provides information on guest services, and answers inquires about public hotel events.

* Answers incoming calls.
* Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
* Places outgoing calls.
* Receives guest messages and deliver the same to the guest.
* Logs all wake-up call requests and performs wake-up call services.
* Provides information about hotel services to guests.
* Understand the telephone operator board or PBX switchboard operations.
* Provides paging services for hotel guests and employees.
* Knows what action to take when an emergency call is required.
* Monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
* Assists in reporting telephone equipment or service complaints and problems.
* Following telephone etiquette

To be fully aware of and adhere of health and safety, fire and bomb threat procedures.

* Multitasking abilities will always come in handy, because a switchboard operator may be asked to do other jobs as well.
* Must be polite and courteous while answering the phone.
* Open and close telephone functionality on the hotel front office software.
* Keep records of calls placed and received by all departments and recording the call charges.
* Setup conference calls in different locations and time zones.
* Update directory information on the front office software.
* Provide relay service for hearing-impaired guests.
* Provides a paging service for hotel guests and employees. Process guest wake-up call



**Languages**

Arabic: Native Language

English: Very good spoken and written



**References**

Reference upon request