**Curriculum vitae**

**PERSONAL DETAILS**: cc

**Name : MOFOR**

**EMAIL :** [**mofor-391856@2freemail.com**](mailto:mofor-391856@2freemail.com)

### **RECEPTIONIST**

**PERSONAL PROFILE**

I am a presentable , professional and very experienced receptionist who is very happy to speak to guests before arrival, take bookings, meet guests, and assist them in the most professional way to get the best out of their stay in a Hotel Environment.

**Skill**

* Excellent communication skills and telephone manners
* Very Approachable and friendly
* Positive attitude, energetic approach and highly motivational
* Focused and very attentive
* Highly Organized
* Confident
* Trustworthy and reliable.

**PROFESSIONAL QOULIFICATION**

HIGHER NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT

**WORK EXPERIENCE**

**COMPANY: HOTEL La Maree Kribi Cameroon( 4 Stars)**

**POSITION: Receptionist**

In my capacity as a receptionist in this beach side breath taking 4 star hotel my duties were to check guest in and out of the Hotel, issue and collect keys, make reservations by email or by telephone , preparing bills and dealing with Payments. I provided guests with all the information needed to make their stay memorable in a good way. I also answered queries and deal with complaints.

**SEPTEMBER 20I6 Till October 2018**

STAR LAND HOTEL ,DOUALA CAMEROON.

RECEPTIONIST

Working for this busy city Hotel, I was the first point of contact for all guests, I secured bookings via email and answered all inquiries about the Hotel on telephone as well. I greeted all guests on arrival, confirmed their bookings, receive payments by cash and ATM hand machines, allocated rooms for the guest and hand them keys. I received all queries and inquiries from guests via telephone and email and respond to the queries according to the hotel standards.

I also checked out guest from the Hotel and ensured they left the property in good condition then collected keys from them and offered them farewells.

**EDUCATION**

Higher National Diploma (HND)Hospitality Management 2014

National Polytechnic Bamenda Cameroon.

General Certificate of Education (Business Studies).High School Diploma 2012(Marketing (A) Mathematics (B)Finance(A)Management (B).