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Mehak

Receptionist

Excelled in the role of frontline receptionist handling multiple functions including customer queries, administrative tasks, and information monitoring. Experience in managing and handling multi-line phone systems, managing schedules, and maintaining reception and waiting areas. Hands-on skills in using applications such as MS Oﬃce, OPERA, and SPA Soft to facilitate daily oﬃce operations.



Dubai, United Arab Emirates

# WORK EXPERIENCE

## Spa Receptionist

### Five Star Hotel in Dubai

*07/2018 – Present Achievements/Tasks*

Controlling and handling of all telephone inquiries professional and competent manner

according to the “Reception Daily Operating Procedures”.

*Dubai*

# CORE COMPETENCIES

Customer Service Expert

Liaise with the spa & Recreation Manager/supervisor in the administration and handling of all membership applications and payments according to the LSOP.

Control and booking of all treatments, appointments, and services which the spa & recreation has to oﬀer.

Processed payroll reports and ﬁlings, and maintained/updated accurate inventories.

Handling of cash and issuing of receipts for new members paying their membership fees or for the payment of any facility charge, class or sale and at the end of the day to complete the Daily Sales Report Sheet.

Handled written correspondence, scheduled appointments, send and forwarded e-mails, compiled reports & kept the oﬃce running smoothly.

## Recreation Receptionist

Oﬃce Administration Procedures

Reporting Skills

### 5-Star Hotel in Dubai

Problem Solving

*08/2016 – 06/2017*

*Achievements/Tasks*

Liaise with the recreation manager in the administration and handling of all membership applications and payments according to the membership applications and administration procedures.

Administrative Writing Skills

*Dubai*

Inventory and Supply Management

Problem-Solving

# EDUCATION

B.B.A (Bachelors in Business Administration) 2003-2005

*Allied College of Management and textiles Pakistan*

Oversee all reservations, payment and tracking procedures, established for the pool, beach and recreation facilities as required.

Provides speciﬁc recreational information to the general public, including answering questions about programs oﬀered (in person and over the phone).

Handled of cash and issuing of receipts for new members paying their membership fees or for the payment of any facility charge, class or sale and at the end of the day to complete the Daily Sales Report Sheet.

At the end of the shift, generates needed sales report as per audit/cash sales together with the sales report.

## Admin / Tour operator

### Tours and Travels Company

**COMPUTER**

*02/2015 – 04/2017*

*Achievements/Tasks*

*Lahore, Pakistan*

# SKILLS

MS Oﬃce (Word, Excel, Outlook)

OPERA

SPA Soft

JANA Soft

Coordinated office activities and operations to secure efficiency and compliance with company policies.

Developed tour packages and making arrangements for transport, accommodation, tours, and activities. for a variety of individual clients and groups.

Coordinated locations and schedules to ensure that tours are properly staﬀed and that leaders have the information they need regarding group members, schedules, and destinations.

Advising the customer about travel issues including required documentation and ﬁnancial matters.

Handling bookings, invoicing and issuing of tickets. Dealing with and documenting complaints eﬃcient and diplomatic manner.