**Laila**

**Receptionist in a Beauty Saloon**

Email Address: laila-396738@gulfjobseeker.com



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| **PERSONAL SUMMARY** | Hi |  |
|  | I m laila khan from Pakistan. I m looking for better opportunity |
|  | I have 4 years experience in uae as a supervisor as a customer service as a cashier. I |
|  | need a good job because I have alot of responsibilities. |  |
|  | Thanks |  |
|  | Laila |  |
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| **PERSONAL INFORMATION** | Birth date: 15 September 1988 |  |
|  | Nationality: Pakistan |  |
|  | Residence Country: United Arab Emirates - Dubai |  |
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| **PREFERRED JOB** | Preferred Job: Assistant Supervisor |  |
|  | Field: Customer Service and Call Center |  |
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| **WORK EXPERIENCE** | **Total Years of Experience: 4 years, 6 months** |  |
|  | **Receptionist in a Beauty Salon** | January 2015 - Present |
|  | United Arab Emirates |  |
|  | **Assistant Supervisor**  | January 2015 - Present |
|  |  |  |
|  | United Arab Emirates |  |
|  | Serve visitors by greeting, welcoming, directing and announcing them appropriately. |
|  | •Answer, Screen and forwarded any incoming phone calls while providing basic |
|  | information when needed. |  |
|  | •Receive and sort daily, mail/deliveries. |  |
|  | •Prepared invoices, handling cash payments etc |  |
|  | •Maintain security by following procedures and controlling access, monitor logbook, issue |
|  | visitor entrance. |  |
|  | •Update appointment calendars and schedule meetings /appointments. |
|  | •Perform other clerical receptionist duties such as filling, photocopying, collating, fixing |
|  | etc. |  |
|  | •Source new sales opportunities through inbound customers and making outbound calls |
|  | to existing customers under retention scheme and upcoming promo. |
|  | •Offer Product after understanding customer needs and have closed monthly target. |
|  | •Reviewed customers list & arrange calling activity to grow customer's base. |
|  | •Resolve customer compliant with in Turnaround time |  |
|  | •Strong understanding with product providers. |  |
|  | **at Hotel Holiday In** | January 2011 - January 2015 |
|  | Pakistan |  |

**Assistant Supervisor at Dubai . Flora**

**Beauty Saloon Company**

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**Supervisor at Hotel Holiday IN**

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Pakistan

Prepares schedules as requested, and in accordance with forecasted occupancy •Keeps self-updated on available rooms, including maintenance and early/late check-ins and check-outs, and communicates information to Housekeeping Attendants •Assure the guest rooms are ready to sell prior to the guest arrival.

•Supervises the daily activities of the housekeeping staff.

•Conducts daily and random inspections of the guest rooms, public areas, back of house, exterior areas, laundry and other areas and tasks requested by the Executive Housekeeper.

•Helps and checks that Room Attendants maintain furnishing, facilities and equipment in the cleanest possible condition, and ensures that repair and maintenance is executed when needed.

•Brings all needs for repair to the attention of the Maintenance Department and to the Executive Housekeeper.

•Attests requisition orders for housekeeping equipment and supplies

•Handles the daily inventory keeping and disbursement for all linen, uniforms, cleaning

supplies, guest rooms and rest rooms supplies, laundry supplies, and housekeeping

related machinery and equipment

•Handles “Lost and Found” on a daily basis

•Helps the Executive Housekeeper keep track of uniforms for employees.

•Confers closely with the Executive Housekeeper, and takes every opportunity to become familiar with all aspects of the position in order to fill in where needed.

•Checks the arrival list, conference guest list, and VIP list daily and makes sure VIP

treatment is taken care of appropriately.

Work As a Front Office Supervisor

•Communicate with the booking, housekeeping and maintenance departments to ensure prompt responses to guests’ needs

•Make reservations or appointments for guests who want to avail themselves of local entertainment or services

•Answer guest calls and record details of each conversation for future follow-up •Meet and exceed guests’ expectations by anticipating the services they might require and suggesting local venues

•Report any accidents or injuries to senior management staff immediately

•To overview and ensure the smooth operation of all the activities of the front office for Vacation Homes

•To monitor and review the checklist of all the arrival and departures •Understanding PMS system and hospitality distribution management is a must

•To give a warm welcome to all the guests especially the VIP's and to provide them with the best possible services

•To handle the booking and reservation duties and to resolve issues if there are any complaints, especially about the quality of services delivered by the staff members •To work as per the instructions given by operation manager and to organize and coordinate all the front office duties

•To supervise the front office staff and to ensure that they adhere by the rules and regulations of the hotel and to make sure that discipline is followed by all the staff members

•Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral. \* Processes reservations from the sales office, other hotel departments, and travel agents.

•Processes cancellations and modifications and promptly relays this information to the front desk.

•Understands the vacation homes policy on guaranteed reservations and no-shows.

**Front Desk Officer at Tines** -

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|  | Pakistan |
|  | Provide excellent customer service and sales of product to incoming customers. |
|  | Understand customer problems and provide appropriate solutions to satisfy needs. |
|  | Execution of collective plans to achieve goals of first call resolution. |
|  | Regularly attending product and service training. |
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| **EDUCATION** | **Diploma / Ecomorce at Government** |
|  | **degree college** |
|  | **Pakistan** |
|  | **August 2010** |
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| **SKILLS** | CABLEADO / Level: Expert |
|  | EXECUTIVE MANAGEMENT / Level: Expert |
|  | FAX / Level: Expert |
|  | FRONT OFFICE / Level: Expert |
|  | INVENTORY MANAGEMENT / Level: Expert |
|  | MACHINERY / Level: Expert |
|  | MICROSOFT MAIL / Level: Expert |
|  | MICROSOFT OFFICE / Level: Expert |
|  | PROCESS ENGINEERING / Level: Expert |
|  | QUALITY / Level: Expert |
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| **LANGUAGES** | Arabic / Level: Expert |
|  | English / Level: Expert |
|  | Punjabi / Level: Expert |
|  | Urdu / Level: Expert |