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**NAME: CAROLINE**

**EMAIL ADDRESS:** **caroline.369611@2freemail.com**

**CURRENT RESIDENCE: DUBAI, U.A.E**

**VISA TYPE: EMPLOYMENT**

**HEIGHT 5’7**

**SKILLS SUMMARY:**

* Customer service
* Written and oral communication
* Listening skills
* Interact and work with people to maximize productivity
* Conflict resolution in accordance to company policies
* Basic Microsoft office package
* Bill transaction and shift management
* Adaptability
* Analytical thinking
* Candid
* Responsible

**PROFESSIONAL EXPERIENCE**

CURRENT : CROWNE PLAZA HOTEL, DUBAI

BRAND : 5 STAR UPSCALE HOTEL-(IHG)

LOCATION : SHEIKH ZAYED ROAD, DUBAI

POSITION : WAITRESS/CASHIER

PERIOD : 2 YEARS 4 MONTHS

PREVIOUS : PULLMAN DEIRA CITY CENTER

BRAND : 5STAR UPSCALE HOTEL-(ACCOR)

LOCATION : DEIRA CITY CENTER MALL LEVEL 2

POSITION : WAITRESS

PERIOD : 1 YEAR 3 month

PREVIOUS : HILTON DUBAI JUMEIRAH

BRAND : 5STAR RESORT-(HILTON WORLDWIDE)

LOCATION : JUMEIRAH BEACH RESIENCE

POSITION : HOSTESS/CASHIER

PERIOD : 1 YEAR 6 MONTHS

PREVIOUS : LOTUS DOWNTOWN METRO HOTEL APARTMENTS

LOCATION : DEIRA DUBAI, U.A.E

JOB TITLE : FOOD HOSTESS

PERIOD : 2 YEARS 10 MOTNHS

**PROFESSIONAL ACHIEVEMENTS:**

* Handled 20-30 phone calls daily and offered friendly greetings and properly routed call to relevant parties within the organizations.
* Organized service workflow to meet the influx of customers, thereby streamlining workflow issues.
* Steadily increased revenues by ensuring all guest reservations were followed up hence efficiently handled stand by bookings and added sales to the organization as compared to cancelled bookings.
* Coordinated feedback both from guests and staff to all relevant management and issued necessary action was taken to resolve issues which in turn promoted efficiency and happy clients.
* Scheduled meetings between staff and managers when required especially during performance reviews and annual get together events
* Prepared name tags, daily checklists and reports to maintain smooth communication within the team which increased efficiency in service provision.
* Established a record of dependability and company loyalty.
* Ordered required office supplies taking advantage of saving cost through electronic means and made sure of accurate distribution and proper logging which helped to cut costs in the long run.
* Worked closely with all my colleagues to achieve superior service and smooth operations thus preventing common complaints and unsatisfied clientele

**PROFESSIONAL COMPETENCES:**

* Warmly welcome clients and direct them to their sitting preference
* Read and maintain daily information and coordinate communication between colleagues
* Maintain proper grooming standards and keep a clean work station
* Receive and make any necessary arrangements for reservations and special occasions
* Perform opening and closing duties and assist my colleagues with any unfinished assignments
* Manage and follow up on bills and transactions in the restaurant
* Constant promotion of additional sales
* Meet personal goals and work effectively with other members of the team
* Perform other duties as assigned. Provide technical support to customer care services and gather requirements.
* Present a professional image at all times to customers and vendors
* Responsible for answering telephone calls to the required standard and deal with guest inquiries
* To ensure that all cash sale reports are filled in completely and correctly
* To report any system or guest payment irregularities the relevant departments
* To ensure proper confidential reports handling while changing shifts
* Take beverage order and offer bread basket, or explain the buffet available.
* Take food order and pass it for preparation in the kitchen
* Follow up, pick up and serve food order for guest
* Ensure guest satisfaction during meal time and give quality service.
* Give check upon request and bid farewell to the guest.

**EDUCATION BACKGROUND:**

***CURRENT* : AIR TRAVEL AND RELATED STUDIES CENTER**

 **ACQUIRED IATA DIPLOMA FOUNDATION LEVEL WHICH**

 **INCLUDES FARES AND TICKETINGAND GALILEO**

 **RESERVATION SYSTEM**

 **DIPLOMA IN CUSTOMER CARE**

***HIGH SCHOOL* : LORETO CONVENT VALLEY ROAD (high school)**

***PRIMARY SCHOOL*: LIKII HILL SCHOOL (primary)**

**HOBBIES AND INTERESTS**

* TRAVEL
* PYHSICAL EXERCISE
* SOCIALIZING
* SWIMMING