**HAJJI**

**Hotel Receptionist / Customer Service**

PERSONAL SUMMARY

A courteous, polite and well spoken hotel receptionist who is highly efficient and has excellent organizational skills. Possessing a good team spirit, deadline orientated and having a passion for providing the highest standards of hospitality and service to guests. Helpful and approachable but also commercially minded and having the ability to promote hotel facilities and maximize sales opportunities at all times. A quick learner who can absorb new ideas, communicate clearly and effectively and also find suitable solutions to meet the needs of guests.

Keen to find a suitable position within an ambitious hotel where I will be able to continue to increase my work experience & develop my abilities.

WORK EXPERIENCE

June 1995 – February 2001: Receptionist – Sidi Bou,Said, Tunis.

February 2001 – December 2002: Dar Said Hotel , Tunis.

March 2003 – up to date: Receptionist – Barcelo Carthage Thalasso.

***Duties:***

* Receiving and passing on telephone calls, telegrams, telexes and faxes, and their documentation
* Passing on messages and processing wake-up calls
* Responsible for correct invoicing and payment
* Constant service to the guest and exemplary service is to be provided
* Care and maintenance of all work equipment of the area
* Record defects and ensure rapid repair by passing these on immediately
* Pass on information
* Information and messages to third parties, in particular to representatives of the press, require the authorization of Management
* Guarantee optimum flow of information between the departments
* Close exchange of information with other departments in the hotel
* Carry out the measures laid down in emergency and alarm situations
* Duty to obtain independent information on all changes occurring in the public areas of the hotel.
* The post holder is always to be punctual and is to present a clean and correct appearance
* Update internal documents
* Keep daily check lists.
* Dispatch Service plus runners for minor guest request
* Greet and register incoming guests.
* Handle guest requests and concerns promptly and with courtesy.
* Assist guests with any inquiries regarding local entertainment, restaurants or transportation.
* Maintain efficient and effective flow of information with guests and all internal departments.
* Handle additional duties as needed by guests or management.
* Cashiering

KEY SKILLS AND COMPETENCIES

* Having a professional manner with an emphasis on hospitality and guest service.
* Calm, efficient and organized.
* Friendly disposition with clear spoken English.

ACADEMIC QUALIFICATIONS

* 1983-1984: Technical school- Rades Tunis
* 1984-1992: Carthage Precedence high school – Carthage
* 2005-2006: Italian learning language- Bourguiba School Institute – Tunis Center.
* 2006-2009: Italian learning language – Societa Danta Alighieri – Tunis Center.

REFERENCES - Available on request



AREAS OF EXPERTISE

*Up selling*

*Promoting hotel facilities*

*Customer service*

*Hospitality*

*Supervising*

*Resolving guest disputes Greeting guests*

PERSONAL SKILLS

*Service minded*

*Ability to listen and anticipate*

*Guest orientated*

TRAININGS ATTENDED

*Customer Service Module 1, 2, 3*

*FISH Program, Customer Service Prog.*

*Professional Development Module*

*Customer Service*

*Managerial and Supervisory*

*Telephone Etiquette*

*Basic Life Support*

*Team Building*

*Planning & Organizing*

 PERSONAL DETAILS

*Rym*

*Dubai, U.A.E.*

*E:* *hajji.380661@2freemail.com*

*Nationality: Tunisian*

*Gender: Female*

*Languages: Arabic, English, French and Italian*

*Place of Birth: La Marsa, Tunisia*