

EDGAR

Address: International City

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 BELL BOY AND CONCIERGE AGENT

Career Objective

Looking forward to a career in an organization where I can use my diverse skills, knowledge and efforts to add value to the organization and enhance my career.

Key Skills

* Dedicated and focused, BELL BOY who excels at prioritizing, completing multiple tasks simultaneously amid following through to achieve project goals.
* Organizational skills and people management-Firm believer of participative style of management, encouraging ideas and suggestions that can propel the team to great success. Proven ability to interact effectively with people of diverse nationalities and languages, comfortable working in a multicultural setting.
* Interpersonal and communication Skills-Articulate communicator with strong oral, written and interpersonal communication skills, Very excellent command of the English language and Swahili. Ability to deal with internal and external customers at all levels vie telephone and email.

 Career Summary (Over 4 years)

PREMEIR INN HOTEL ABU DHABI march 2016 to April 2018.

Bell Boy

SLIVER SPRINGS HOTEL , February 2014 to May 2015.

Concierge Agent.

PREMEIR INN HOTEL April 2018

Bell boy

* Build strong relationships with customers, Guests and Team Members in order to gain full understanding of their needs and work to serve them effectively.
* Knowledgeable on hotel and guest room facilities / services and ensures reservation agents are equally knowledgeable
* Unloading and transporting guest luggage.
* Store luggage for the guest's as needed before and after check in/out.
* Load guest luggage onto cabs and rental vehicles upon request .
* Deliver of food and other items to guest rooms.
* Assist guests with luandary services.
* Making arrangements for local activities.
* Assist in getting rental vehicles and cabs for hiring.
* Give advice on local things to do and see recommending restaurants in various price ranges and local attractions.

SLIVER SPRINGS HOTEL February 2014 to May 2015

Concierge agent.

* Responsible for travel arrangements for both staff and guests.
* Being the first contact with guests/clients, I do provide all the necessary assistance in terms of information provision.
* Coordinate activities related to booked business with other departments, like Food and Beverage.
* Formulate letters and propositions to travel agencies related to coordinating guest transportation and logistics.
* Prepare reports to ensure efficient revenue management and utilization.
* Introducing and explaining promotions offers to clients/guests as they check in.
* Handle & Coordinate room assignment and pre-arrivals.
* To ensure any or special requirements are provided and are ready for guests on arrival.

Educational Qualifications

Uganda Advanced Certificate of Education. 2014-2015

Uganda Certificate of Education. 2008-2013

Computer Proficiency

* Microsoft Office applications (MS Word, MS Excel, MS Outlook)
* Well versed in professional use of social media.

 Achievements.

* Awarded the certificate of Best Employee of month.
* On several occasions, i have been praised for my excellent services rendered to guests who stayed in our properties on Trip Advisor.

 Personal Details.

Date of Birth: December 08 1994 Nationality: Ugandan

 References:

* Can be provided at short notice.