

**EUNICE**

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OBJECTIVE

To obtain a position which brings about challenging spirit inside me and that will allow me to expand upon my eight years experience in hotel and theme park industry and show my knowledge experience through my duties. I have ability to do hard work with making highest satisfaction to the customers.

**SUMMARY OF SKILLS**

* Team leader
* good opera knowledge
* proficient in excel profient in omnico
* Task trainer.
* Proficient in galaxy point of sale
* good customer service
* proficient in visual graphical system( vgs)
* knowlegable in adaco

**PROFESSIONAL HISTORY**

**TEAM LEADER**

**SALES ASSOCIATE (RETAIL /GUEST SERVICE ) DUBAI PARKS AND RESORTS (PRE -OPENING TEAM)**

**AUGUST 2016 TILL 17 JANUARY 2019.**

* Look after a team of staff.
* Monitoring team performance
* Investigate customers problems and find solutions
* Isolate and identify areas of improvement
* communicate with customers via phone email or letter
* Analyze data and statistics.

**WATER PARK OPERATIONS -WILD WADI WATER PARK JUMEIRAH**

**GUEST SERVICE :( RETAIL, F&B, ADMISSIONS ) MARCH 2010 -JULY 2016**

* supporting group member in the area of responsibilities

Answers team member questions and oversees work for quality and compliances to policies

* handles escalated issues and complaints.
* Liaising with sales department and preparing for any group bookings
* Monitoring, directing and entertaining guests waiting in the queue lines and anticipating their needs.
* Maintaining appropriate stock level of towels, retail and F&B items sold at the refund counter

**BUTLER SERVICES (TRAINEE) MADINAT JUMEIRAH ARABIAN RESORT (2012 MARCH)**

* Ensuring there is privacy and security for the guest
* Carrying out guest registration, cashiering and other administrative tasks
* Maintaining full control over the private bar inventory including replenishment and control on per stock
* Ensure that the Butler pantry and Reception Desk are correctly stocked and operationally prepared at all the times
* Maintaining a full and comprehensive knowledge of the products and services available in the hotel and other Jumeirah properties and local areas
* Inspecting and setting up arrival and occupied suite as per the guest preference
* Maintaining seamless interaction with guests in order to facilitate guest recognition, obtain preference, anticipate guest needs and proactively action all their requests and requirements

**FINANCE ASSISTANT.(TRAINEE)JUMEIRAH BEACH .**

**QUALIFICATION AND ACHIEVEMENTS**

* Emergency first aid award 2018
* Nominee colleague of the year 2013
* Colleague of the Quarter 2nd Quarter 2013
* Colleague of the month April 2013
* Colleague of the month August2012
* Basic verbal Arabic
* Level 2 Basic Food Hygiene

**Hobbies**

* Travelling
* Making new friends
* Reading