

Curriculum Vitae

Deema Ziad

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October _ Fourth District

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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 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.

PROFESSIONAL EXPERIENCE & RESPONSIBILITIES:-

SAHARA HOTEL APARTMENTS (2013-2015) & SAFEER HOTELS & TOURISM (2015- 2016)

Worked as Front Office Receptionist:-

- Welcoming guests to the hotel in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early checkouts.
- Check out departing guests using the hotel's accounting system.
- Entered complete details into the computer.
- Made advanced reservations, took bookings and fulfilled particular requirements
- Taking payment from guests in the form of cash or credit cards.
- Answering telephone inquiries promptly & professionally & transferring calls on.
- Being a point of contact for guests, should they have any queries.
- Coordinated with the staff to cater to the special needs of the guests.
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Dealing with and resolving customer complaints.
- Keeping up to date on all hotel products, services, pricing & promotional offer
- Monitored all client emails and the email inquiries from the guest.
- Managed the reservation system for the hotel.
- Administered the online Web Booking system and allocated the rooms accordingly.
- Greeted all the guests and visitors in the reception area.
- Ensured that quality services are maintained for the guest.

Worked as Sales Executive-

- Responsible for meeting potential customers so as to win new business/clients, maintaining good relationships with existing customers and gaining repeat business wherever possible.
- Meeting and greeting clients and visitors to the office.
- Met existing hotel customers to determine their needs and solicit further business.
- Analyzed prospective untapped markets to generate revenue for the hotel.
- Assisted the sales manager and director in implementing sales strategies.
- Verified reservations by mail drew up contract and obtained signatures.
- Selected and released hotel publicity.
- Prepared and mailed advance brochures to prospective customers.

KEY SKILLS AND COMPETENCIES

- Worked on IDS FORTUNE NEXT6.5 Version software.
- Strong organizational, administrative and analytical skills.
- Ability to maintain confidentiality.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.

PERSONAL DETAILS

NATIONALITY : - JORDANIAN

DATE OF BIRTH : - 25-05-1989

LANGUAGES : - English & Arabic

GENDER : - Female

MARITAL STATUS : - Married

DRIVING LICENSE : - Light (Vehicle)

DECLARATION

I solemnly declare that all the statements made by me in these curriculum vitae are correct to the best of my knowledge and belief. I honestly hope that you will give a positive thought, and response I assure you, I shall leave no stone unturned to provide you the utmost satisfaction. In view of the above, I request you to be kind enough to give an opportunity to serve your esteem organization in the capacity mentioned above. For which act of kindness, I shall be thankful and grateful to you.

(Deema Ziad)