Othman Ahmad Qrqz

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Professional Summary

Attentive Receptionist with high enerw, great customer service skills and clerical prowess. Enhances guest relations and office reputation through unparalleled professionalism and prompt customer assistance. Expert in word processing, file management and spreadsheet tracking.

Skilled as a Receptionist with experience working in hospitality and reception work environments. Promotes staff productivity by fielding inquiries and processing paperwork promptly. Well-versed in computer programs and communication equipment.

Motivated and friendly worker with a flexible schedule and willing to work weekends. Dependable and punctual with a clean driving record. Work collaboratively with team members and provide excellent customer service.

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|  •  | Multi-line telephone operation |
|  •Filemanagement |  • Greet visitors |
| • Teamwork | •Taskprioritization |
| •MultitaskingExperience | •Organization |
| Receptionist | May 2023 – August 2023 |
| Bratus hotel | Aqaba |

* Shared information about office hours, procedures and requirements to resolve walkup and telephone questions.
* Greeted guests promptly and consistently set professional tone with friendly
* Accepted incoming mail and routed to appropriate staff.
* Organized digital and physical files in logical folder system.
* Supported office workflow by providing skilled clerical assistance.

 Receptionist

May 2022- Feb 2023

 Town season hotel Petra

* Accepted incoming mail and routed to appropriate staff.
* Cultivated warm and welcoming atmosphere consistent with brand values.
* Received guest complaints and reported to manager.
* Answered incoming office calls over multi-line system and answered questions, took

messages, or transferred to desired extensions.

* Input up-to-date information to strengthen data quality of internal database.

 Receptionist

 May 2019 - Feb 2022

The Old Village Hotel and Resort

* Received guest complaints and reported to manager.

Answered incoming office calls over multi-line system and answered questions took messages or transferred to desired extensions.

* Resolved guest and staff issues independently by using strong organizational, conflict management and decision making abilities.
* Answered telephone calls to provide information take messages and set up appointments.
* Interacted with guests using professional friendly customer service.
* Used clerical abilities to support needs of office staff and administrative team

members.

* Greeted guests promptly and consistently set professional tone with friendly

assistance.

* Shared information about office hours, procedures and requirements to resolve walkup and telephone questions.
* Cultivated warm and welcoming atmosphere consistent with brand values.
* Followed established procedures to protect sensitive and confidential information from unauthorized release.
* Answered incoming office calls over multi-line system and answered questions, took messages, or transferred to desired extensions.
* Stocked break rooms and copy rooms with essentials and inventory.
* Served as first point of contact for new and returning visitors.
* Accepted incoming mail and routed to appropriate staff.
* Greeted every visitor with friendly smile and immediate offer of knowledgeable
* Communicated with all levels of personnel to resolve problems and support daily

functions.

* Input up-to-date information to strengthen data quality of internal database.

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| ReceptionistMay 2018 – Jan 2019Petra Panorama Hotel |
| .Education |
| Bachelor's degree : TV&Radio | Jan2016 |
|  |  |
| Yarmouk University  | Irbed |

specialization is concerned with teaching mass and individual communication, methods of presenting information, photography, video, radio and television production

# Language

• Arabic: Native language.

•English , Conversational