

Curriculum Vitae

Female

D.O.B. 05 January 1995

Number of years working in industry:

4 years 1 month



Candidate ID Number: 163171

Nationality: Cameroonian

Language Skills:

Fluent: English

Basic: French, Arabic

Permitted to work in: Cameroon, Qatar

Position Sought: Receptionist, Area Sales Representative, Membership Sales Professional

Personal Statement

A go getter one who set objectives and achieve them

Seeking work in international locations and cruise ships

Employment History:

January 2022 - Present - Receptionist at (most recent employer hidden for confidentiality) qatar souq al wakra, Qatar, (5 Star Hotel Spa)

Duties included:

I perform duties like

1 ,reservation

2,welcome the guest sit them down present consultation cards after fill up I fill therapist name and inform therapist of booking

3,take payment cash, credit cards and print guest treatment bill in micros present to them for confirmation

4,upselling to guest and notify them of new offers in spa

5,call back repeated guest to offer discount when we have low sales

6,selling membership to guest for month,months,year and years

7 ,membership include spa ,gym

8,daily sales control sheet with all bookings done,from menue, entertainer, my book,and other discount site

9,daily sales daily input,emails,run report and closing

10,as a department job caoch I conduct daily trainings aswell for all spa and recreation team,come up with ideas on sales and discounts and monthly schedules for staffs which adjust as per bookings

upselling by extending discount to in-house guest and weekly and weekends offers

12, keep records of all membership guest and check expiry and update and post daily revenue each day

13,attend hotel daily breifing and update MTD revenue and daily target,active or not Above budget or below budget all highlight during morning meetings

Products worked with:

massage oils

1, lavender

2, energizing

3, relaxation

for the hammam we have products like

1, black soap with the mask for the Moroccan hammam

2, coffee scrub and foam bath for Turkish hammam

Career Break - Job hunting

Education and Qualifications:**2024 train in-house tivoli hotel**

not certified

marketing background which enables me to sell more and generate revenue for the hotel and my customers
service skills which enable me to communicate with guests properly and provide them with good service coming
also from hospitality guest satisfaction is very important and we make sure guests leave the property happy

2017 ICHS Cameroon, Blue Ocean Dubai**Vocational Qualifications**

first aid, nursing diploma, customer service, job coach, lifeguard certification

Hobbies and Interests

communication, swimming, reading, travelling

CV created at www.spastaff.com

