

# Khadija Fatimi

## **Guest Coordinator**

Abu Dhabi

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0504058012

Versatile, goal-oriented and having extensive experience in the hospitality and Customer service field as well a good experience in the Heath Field and first aid  
Qualified to work for a multi-task job and working effectively under pressure.

Willing to relocate: Anywhere

## Work Experience

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### **Guest Coordinator**

Itran Medical Center

May 2017 to December 2018

- Provide excellent and courteous customer service
- Welcoming and greeting the patients and inquire about the service they seek
- Book appointment for the patients and answering all incoming calls
- Handling complains
- Attend meeting as required

training at novotel hotel in casa blanca, restuarant section and management control

From 02/01/2017 till 26/03/2017

- planning menus
- promoting and marketing the business
- overseeing stock levels
- ordering supplies
- handling customer enquiries and complaints
- taking reservations
- greeting and advising customers
- problem solving

### **Volunteer**

Moroccan Red Crescent

May 2015 to January 2016

- First aid training
- Coverage of sportive and cultural events
- Psychological support
- Blood donation and transfusion
- Health programs and social affairs
- Immediate response to the disasters

Front desk at Cap Horizon company  
August 2014 to December 2015

- Dealing with any enquiries at the reception
- Screening phone calls and make the appropriate transfer
- Answering all incoming calls or emails and re-routing them to relevant parties
- Entering data into computer system
- Directing visitors
- Organizing the reception area and keeping it tidy

## Education

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### **Diploma**

hotel management specialized institute of technology  
2017 to 2018

### **French**

university Moulay Soulaïman Benimellal city morocco  
2017 to 2018

### **Bachelor degree**

literature modern Alamria High school  
2014 to 2015

## Skills

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managerial (Less than 1 year)

## Additional Information

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### Skills

- Hard worker
- Pro-active, committed.
- Working under pressure
- Having the managerial principles
- Respecting orders and can achieve it with accuracy
- Fit to do any shift timing

### Spoken languages

- Arabic: Mother Tongue.
- French: Good (Written, Reading & Spoken)
- English: Medium (Written, Reading & Spoken)
- Spanish: school notion