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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

The luxuria spa

Spa receptionist

MARCH 15 2010 - JUNE 10 2012

- Anticipate, identify and ensure guest needs are being met in the best possible way.
- Maintaining a professional presence at the front desk answering the phone and coordinating appointments.
- Daily management of retail area and processing of sales in Millennium POS accurately and timely.
- Effectively and efficiently communicate all guest questions and/or concerns to the Spa Director.

Bodyperks spa

Receptionist

AGUST 12, 2012 - FEBRUARY 8, 2014

- Provide guidance to clients on the procedures at the spa
- Answer telephone calls and provide accurate information to clients
- Keep the reception area clean and conducive for clients as they wait for their turn to be attended too
- Introduce new beauty products to clients and educate them on their uses and benefits
- Keep clients updated on currently available promotions and discounts in services offered in the Spa
- Process payments from clients for services ordered from the spa
- Keep register of long and existing clients for them to enjoy benefits given to loyal customers
- Give appointments to clients on specific days
- Open and close the spa at the appropriate time
- Ensure that the front desk is clean and organized for free movement
- Assist in getting client feedback on level of services delivered in order to improve on service delivery
- Inform staff members of appointments that have been canceled by clients, and also alert staff members of the arrival of clients who come without prior appointments
- Assist in developing promotional events, which focus on increasing the clientele of the spa
- Manage the visitor register to keep record of people who visit the spa on a daily basis

- Receive customer complaints and feedback and direct them to appropriate offices for resolution

Prolific

Area Manager

APRIL 9, 2015 - NOVEMBER 2, 2017

- Setting sales targets
- Maximising sales and profitability
- Providing your team with a stimulating and supportive environment
- Maintaining and increasing standards of customers service
- Driving team performance
- Controlling the training and development of your staff

Haircare Beauty Salon

Receptionist/admin

MARCH 22,2018 - MARCH 2022

- Answer phone calls in a timely manner
- Answer customer inquiries and take messages
- Assist customers in choosing salon products from the lobby area
- Make schedules and appointments for hair stylists
- Call to confirm appointments with customers
- Explain available services and prices to customers
- Take payment for salon service
- Assisted in the opening and closing of the salon
- Cleaned and maintained the lobby and waiting area
- Entered customer information into the computer system
- Ordered supplies and products as needed

Education

STI college

2005

Bs comsci -

Skills

Active listening skills
Communication skills
Computer skills
Customer service skills
Interpersonal skills
Leadership skills
Team building
Sales
Problem solving
Processing document(visa,passport,ticketing)
Teamwork
Management skills