

HOPE LOUIS AMUDZI

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Visa status : visit Visa

Dubai, UAE.



Position: CUSTOMER CARE SERVICE

CAREER OBJECTIVES

A position with an organization where I can utilize the best of my skills and abilities that fit to my education, Skills and experience. A place where I'm encouraged and permitted to be an active participant as well as vitally contribute on the development of the company

EDUCATIONAL QUALIFICATION

National diploma

WORKING EXPERIENCE

- I Have worked as a Customer Care Service Personnel in West Hills Mall In Ghana (2 years' experience)
- I Have worked as a Customer Care Service in Accra Shopping Mall In Ghana (2 years' experience)
- I Have worked as a Customer Care Service in Afegame Hotels & Restaurant In Ghana (4 years' experience)

DUTIES RESPONSIBILITIES

- Welcoming guests to the restaurant in a polite, friendly and helpful manner.
- Dealing with late arrivals and assisting with early check-outs.
- Check out departing guests using the hotels accounting system.
- 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.
- Arranging for brief tours of the hotels rooms and facilities.
- Operating switchboard and directing calls appropriately.
- Dealing with and resolving customer complaints. Checking function sheets.
- Managing group bookings for conferencing, the restaurant and accommodation.
- Keeping up to date on all hotel products, services, pricing & promotional offers.

PERSONAL SKILLS

- Good communication in English
- Excellent telephone manner.
- Can offer a warm & friendly greeting to visitors.
- Smart, presentable appearance.
- Ensuring an efficient running and operation of the Reception Desk.

Other Certificates

- Diploma in filmmaking
- Single subject diploma in business management & administration ,ICM-UK
- SIRA Certificates

Computer Skill

- Office packages : Microsoft Word, Excel, Outlook, PowerPoint
- Operating system : Windows 7 , XP

PERSONAL DETAILS

- Nationality : Ghana
- Date of birth : 20-07-1989
- Marital status: Single

PASSPORT DETAILS

- Passport No : G2791850
- Place of Issue : ACCRA
- Date of Issue : 27-02-2020
- Date of Expiry : 26-02-2030

Languages Details -

- Language :English,

DECLARATION

I certify that the above information are true and correct to the best of my knowledge and ability. If given a chance to serve you. I assure you that I will execute my duties for the total satisfaction of my superiors.

HOPE LOUIS AMUDZI