

# CURRICULUM VITÆ

**TCHAMIE SAM SERGE**

**MOBILE:** +971569742439

**EMAIL:** [serguskhalifa2@gmail.com](mailto:serguskhalifa2@gmail.com)

**Dubai – U.A.E**



## OBJECTIVE

Obtaining a RECEPTIONIST in an industry that provides a channel for enhancement and strength to reach the goal as well as to have upward personal career growth. To serve in an industry which can utilize my potential maximum and to be part of company success and quality policies of customer satisfaction.

## EDUCATION BACKGROUND

- Primary School Leaving Certificate
- Higher Secondary school Leaving Certificate
- Google Certificate in Digital Marketing
- License in computer application (BACHELOR)
- Certified Microsoft Office Word

## WORK EXPERIENCE

*Double Tree by Hilton Hotel* (Dubai - Business Bay )

### CUSTOMER SERVICE TRAINEE

- Answers incoming calls.
- Directs call to guest rooms, staff, or departments through the switchboard or PBX system.
- Places outgoing calls.
- Receives guest messages and deliver the same to the guest.
- Logs all wake-up call requests and performs wake-up call services.
- Provides information about hotel services to guests.
- Taking guest requests and complaints
- Knowing what action to take when or emergency call is required.
- Following telephone etiquette(! Must rend).
- Update of discrepancy and DTM in the operating system.
- Update of synergies and forwarding requests to the right department.
- Assisting in reporting telephone requirements or services complaint and problems.

## **RECREATIONT RECEPTIONIST**

### *Double Tree by Hilton Hotel*

- Welcoming customer with smile face.
- Receiving incoming calls and messages from customers be update.
- Maintained the standard of hospitality to customers that used the facilities in the gym and pool areas.
- Update of membership details and booking information to customer .
- Assisting customers with their request and needs.
- Regular safety inspection and maintenance of guest hygiene.
- Providing the customer with the information about the facilities in the hotel.
- Replacing the amenities needed for the facility to the customer.

### **DOUBLE TREE BY HILTON HOTEL**

#### Public Area and guest assist Attendant

- Performed regular safety inspection towards any security threat levels.
- Regular maintenance of cleaning inward and outside of the company.
- Arrangements of furniture and sofas in the lobby.
- Checking all areas of guest facilities and services.
- Assisting customers in their daily visits to the hotel.

## **PERSONAL INFORMATIONS:**

Gender :Male  
Nationality :Togo  
Visa status :Resident  
Language :English,French  
Passport No : EB260113

## **PERSONAL REQUIREMENTS:**

- Self motivated
- Ability to handle pressure
- Willingness to learn
- Reliable

## **SKILLS**

- Problem solving
- Leadership
- Interpersonal skills
- Excellent communication