



# Sanaa Joundoul

Staff Number : 405737

flight attendant with business class experience

## PROFILE

Reliable and friendly customer-oriented professional, outgoing, and detail-focused. With 9 years and 7 months experience in customer-facing environments in the aviation industry. Able to manage multiple responsibilities and people simultaneously while providing Exceptional customer service and support.

## PROFESSIONAL EXPERIENCE

### Flight Attendant

2011 - 2020

*Emirates Airlines*

- Attend pre-flight briefings concerning weather, altitude, routes, emergency procedures, area of responsibility, communication, customer service, service offered and number of passengers.
- Check to ensure that food, beverages, blankets, reading material, emergency equipments and other supplies are aboard and are adequate to supply.
- Conduct safety and security checks depends of area of responsibility.
- Ensure passengers comfort including headphones, water, blankets, mattresses and mini bar items are all available.
- Greet passengers boarding the aircraft and direct them to assigned seat and assist them while disembarking.
- Check passengers tickets to verify the information
- Assist passengers while boarding (children, elderly and disabled persons)
- Announcement (welcoming/ flight delays/duty free/ descent preparations and arrival)
- Selling duty free to passengers
- Direct and assist passengers in the event of an emergency, such as direct them to evacuate the aircraft following the emergency procedures.
- Walk in the cabin to verify that passengers have complied with federal regulations prior to take offs and landings.
- Administer first aid to passengers when needed
- Reassure passengers during turbulence and make sure they are secured.

## CONTACT



UAE - DUBAI

## PERSONAL INFO

Nationality : Moroccan

Date of birth : 01-06-1980

Material Status : Single

## SKILLS

Reliability  
Safety rules and regulations  
Interpersonal skills  
Communication Skills  
Team building skills  
Grooming skills  
Organization  
Problem solving  
Team work  
Customer-Service Skills  
Decision making Skills

## Trainings

Trained as ground staff at Royal Air Maroc

Trained for:

- Boeing 777
- Airbus A380
- Airbus 340-500
- Airbus 330-200
- Safety and security
- Aviation first Aid and BLS-AED
- Business class upgrade training

## Awards

Najm Award for going beyond expectations for meeting the customers needs and enhance their in-flight experience and delivering exceptional customer service

## EXPERIENCE

### Sales Agent/Administrative

2007 - 2011

*Al Duaa Holdings*

- Promote sales of properties through advertising
- Advise clients about market condition
- Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under best terms
- Determine clients needs and financials abilities to propose solution that suit them
- Arrange property viewing
- Intermediate negotiations processes, consult clients on market conditions, prices, mortgages, legal documents and related matters, ensuring a fair and honest dealing
- Prepare necessary paper work like contracts
- Remain knowledgeable about real estate market

### GUEST RELATIONS

2005 - 2007

*PARK HAYATT*

- Anticipate guests needs, respond promptly, and acknowledge all guests concerns
- Monitor and maintain cleanliness, sanitation, and organization of assigned work areas
- Answer department telephone within specified number of rings determined by property guidelines, using correct greeting and telephone etiquette
- Promoted positive guest relations to all individuals approaching the Front Desk

### RECEPTIONIST/ WELCOMING HOSTESS

2004 - 2005

*PARK HAYATT (DAR BOUAZZA) CASABLANCA*

- Greet and welcome guests as soon as they arrive
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email

## EDUCATION

### ETF DUAL INSTITUTE - Morocco

*Cabin Crew Diplomat*

2002-2003

### HASSAN II Literature And human

**Sciences University Ain Chock casablanca**

*English Literature*

1998-2002

### High School Degree Modern

**Literature**

*Ibn Affan high school - Morocco*

1997-1998

## LANGUAGES

Arabic	Fluent
English	Fluent
French	Basic