

Front desk agent / reservation agent/ Night Auditor



Zalila Ahmed

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📍 OBJECTIVES

Being an extremely devoted individual with developed communication skills.

To build upon a firm education, along with experience in the relation with subordinates, peers and supervisors, to acquire a good position in my office.

Catch hiring managers attention and keep their interest.

Progress experience and abilities will allow for career progression and attainment of managerial and administrative skills.

SKILLS

- Excellent written and verbal communication skills,
- Knowledge in Microsoft office and Hotel PMS like Hotix, fidelio and Opera.

Languages; English, French, Arabic . Little Russian

EDUCATION

- University of art in Sfax: [2007-2010](#)

English& American literature

- Tourism institute of Kerkouan Hammamet [2014 – 2017](#) :
Accommodation, Front office and Laundry.

Hobbys

Football, Reading and watching documentaries

JOB TITLE - Reservation Agent

- [6 May till 18 November 2024 Armani Hotel Dubai.](#)
- Handles incoming reservations received through the following, and feeds these data into the PMS, correspondingly: Telephone, E-mail/Internet.
- Give precise and complete information regarding hotel policies, cancellation procedures, payment methods, and any specific needs to the customer before finalising reservations, verify that guests are well-informed.
- Provide prompt and efficient service while maintaining the hotels brand standards.
- Establish a great impression and assist build guest loyalty by being attentive, polite, and knowledgeable.
- Coordinating with the Front Office team to ensure smooth check-in and check-out processes for guests.

JOB TITLE - Reservation Agent

- [June 2023 till January 2024 hotel Voco Doha west bay suites](#)
- Answer incoming phone calls by following the hotel's telephone etiquette at all times.
- Provide prompt and efficient service while maintaining the hotels brand standards.
- Handling payment processing, securing reservations with deposits, and processing refunds when necessary.
- Coordinating with the Front Office team to ensure smooth check-in and check-out processes for guests.
- Handling payment processing, securing reservations with deposits, and processing refunds when necessary.
- Check of the today arrivals and answering extranet message.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.

JOB TITLE – Front desk agent and night Auditor:

[June 2018– September 2022 Hotel Nahrawess and Kanta Tunisia](#)

- Answering phones, receiving visitors, preparing meeting.
- Giving clients information about activities and meals during the stay. . Describing directions to various parts of the hotel.
- Complete procedures when Guests arrive and leave.
- addressing visitor questions and needs and Maintain reception area and all common areas in a clean and tidy manner at all times.
- Receive deliveries; sort and distribute incoming mail.

JOB TITLE – reservation clerk

[2017– 2018 Hotel Vincci Marillia Hammamet](#)

- Process all reservation requests from customers.
- Change or cancel reservations at the request of customers.
- Receive reservation orders through phone, fax or email.
- Selling and promoting reservation services.
- assist customers with the planning and booking aspect of their stay .