

# DAISY A. BALILI

## FRONT DESK RECEPTIONIST / SUPERVISOR / CNA

Al Karama, Dubai, United Arab Emirates

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**Spoken Language:** English, Filipino, Cebuano



### ABOUT ME

- ❖ Over 10 years of extensive and professional experience in the field of Wellness & Beauty, Sales, and Customer Service as Front Desk Receptionist cum Supervisor.

### ACHIEVEMENT

- ❖ **Certified Nursing Assistant**  
TORCH Institute – 2023 | Dubai, United Arab Emirates

### CERTIFICATION AND TRAINING

- **Central Sterile Supply Department (C.S.S.D)**  
TORCH Institute – July 2023 | Dubai, U.A.E
- **Basic Life Support**  
American Safety and Health Institute – July 2023 | U.A.E.
- **Patient Care Awareness Seminar**  
TORCH Institute – June 2023 | Dubai, U.A.E
- **Homecare Awareness Seminar**  
TORCH Institute – June 2023 | Dubai, U.A.E

### EXPERIENCE

- ❖ *Dec 2020 – Mar 2024*  
**Senior Front Desk Receptionist**  
ARMONIA SPA – La Suites Hotel | Media City, Dubai, U.A.E
  - Acknowledge and greet everyone who enters and leaves the premises.
  - Ensuring calls, emails, and social media inquiries and bookings are timely attended.
  - Processed transactions (cash and credits cards) and issue receipts to the customers.
  - Providing the callers or guest fully-detailed descriptions and understanding of SPA treatments, packages, and services.
  - Conduct and provide training to newly hired ensuring adapting the rules and services. Developed relationship with the existing and new clients.
  - Updating client's register-profile in system including other services like sales progress reports.
  - Update the management for every new enquiry received from new guest.
  - Initiate cross-selling and up-selling of packages or new promos. Offer privilege discounts as necessary.
  - Provide Daily Reports after shifts to owners.
- ❖ *Mar 2018 – Jun 2020*  
**Front Desk Receptionist cum Supervisor/ Customer Service**  
GRAND FLORA SPA & LADIES SALOON | Mizhar, Dubai, U.A.E
  - Greet customers in friendly manner
  - Process invoices and make sure to hand it over correctly to other section supervisor for proper update
  - Check and provide staff stuffs on their correct daily usage of products
  - Attend all customers inquiries such as treatment services, products
  - Cross selling all beauty treatments services and upselling all beauty products treatments
  - Make and monitor staff daily targets

❖ May 2011– May 2016

**Senior Front Desk Receptionist/ Customer Service**

SISTERS BEAUTY LOUNGE LLC | Dubai Mall, Dubai, U.A.E

- Refers on client's inquiry such as services, products and ongoing promotions.
- Directs client to specific therapist for their service request. Schedule appointments and follow up a call to customers changes or cancellation.
- Supervises staff, encourages each of them by upgrading services and upselling retails.
- Performs staff meeting on their monthly targets and daily performances.
- Monitors staff on their daily needs like stock request and the right consumption of products.
- Determine customer's needs of service by figuring out their problem such as skin or hair issues to ensures that they are handed over to the correct expert within the salon.
- Ensuring to have zero complain on daily basis by giving the standard services to each guest request and expectations. Handle client's feedback and complain immediately.
- Endorses retail products that the salon is selling by providing information of benefits.
- Communicates and coordinates with the internal departments.

❖ Jun 2006 – Nov 2009

**Assistant Supervisor/ Customer Service**

RIGHT MC LLC | Dubai, U.A.E

- Performs training to all newly hired staffs.
- Follow- ups customer needs and regular check of stuffs for daily needs.
- Acts as in- charge of every location or area.
- Receives money every after trading from customers daily payment.
- Ends shift meeting to all staffs to maintain smooth duties daily.

❖ March 2004 – March 2006

**Head Cashier cum Inventory Clerk / Waitress**

Joen Food Catering and Services | Catholic Electronics Laguna Techno Park, Binan Laguna Philippines

- Quickly and accurately count drawers at the start and end of each shift. Effectively managed a team of cashiers to ensure all customer transactions were conducted accurately and efficiently.
- Maintain high knowledge of store promotions and highlights sales to customers.
- Familiarized daily menu, prices and Ingredients, upsell the daily special menus
- Collect monthly cheque to HR Department and deposits sales into the bank accounts.

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## GENERAL SKILLS

- Well-versed Microsoft Office (Word, Excel), Internet, & System Application
- CRM, POS, Schedul Fresha Altegio
- Expert in Customer Service
- Leadership Skill and Team Oriented
- Multi-tasking and Time Management
- People Management, Trainor, and Supervisory Skills
- Basic Life Support – First Aid

## EDUCATION

- Bachelor's Degree in Mass Communication  
University of Bohol | Tagbilaran City, Bohol, Philippines  
**2002 – Undergraduate**
- The Sisters of Mary School  
Girls Town School | Cebu City, Central Visayas, Philippines  
**2000 - Graduated**