



# Wissal Daoudi

Lobby Ambassador / Hostess

📍 Abu Dhabi, Abu Dhabi  
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## Work experience

### Lobby Ambassador

Jan 2021 – My current Job

Qasr Al Sarab Desert Resort by Anantara, Abu Dhabi

- Creates positive, memorable, and efficient guest interactions within the hotel lobby and front desk.
- Provides engaging, entertaining, and inspiring guest service; meeting or exceeding property standards.
- Proactively greets guests within the lobby environment, identifying needs and fulfilling appropriately.
- Monitors traffic flow and guest queues within lobby; directing guests as appropriate to minimize wait times.
- Manages queuing system and procedures in accordance with property policies.
- Actively identifies, acknowledges, diagnoses, and resolves guest concerns following service recovery protocols.
- Enthusiastically promotes features and benefits of M-life and venues and outlets.

### Food & Beverages hostess

Oct2019 – Jan 2021

Qasr Al Sarab Desert Resort by Anantara, Abu Dhabi

- Greeting guests as they enter, and putting them on a waiting list as necessary.
- Providing guests with menus and answering any initial questions.
- Seating guests at tables or in waiting areas.
- Assigning guests to tables they prefer, while keeping table rotation in mind so that servers receive the right number of customers.
- Engaging with guests to ensure they're happy with food and service.
- Responding to complaints and helping to resolve them.
- Answering phone calls, taking reservations and answering questions.
- A knowledge of the menu.
- Helping out with other positions in the restaurant as needed.
- Providing great customer service.

### Cashier

Jun 2019 – Sep 2019

Sofitel Jardin Des Roses Rabat Morocco

- Process sales transactions
- Calculate the cost of products or services
- Accept payments
- Calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Report issues with equipment

### Room service order taker

Aug 2018 – Apr 2019

Vichy Celestin spa & hotel Casablanca

- Responsible for answering all telephone calls and prioritizing said calls.
- Should have very good telephone etiquettes.
- Directly involved in the order taking and order placing process while dealing with guest requests and orders, courteously, efficiently and promptly.
- Consider the satisfaction of all guests by ensuring prompt, courteous and efficient service at all times.

- Display excellent conversation skills and selling techniques at all times.
- Pay attention to guest orders, and know the menu thoroughly.
- Write down all information's clearly. Highlight special requests.

### **Food & Beverages hostess**

Apr 2018 – Aug 2018

#### **Vichy Celestin's spa & hotel Casablanca Morocco**

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### **Event hostess**

Oct 2013 – Feb 2018

#### **Event`s Company Casablanca Morocco**

- Assisting with the planning, preparation, and organization of events.
- Managing kitchen and serving staff.
- Receiving and directing guests to their seats.
- Answering questions and addressing concerns of guests in a charming, polite manner.
- Ensuring that the event space is clean prior to and after the event.
- Double-checking that all health safety measures are observed and that staffs are well-versed in emergency protocols.
- Creating a positive, relaxed atmosphere where guests can enjoy themselves.
- Offering polite salutations to guests as they leave the venue.
- Coordinating different teams and ensuring they all work together harmoniously.

### **Cabin Crew**

May 2012 – Aug 2013

#### **Royal Air Maroc Casablanca Morocco**

- be professional, punctual and courteous at all times
- attend a pre-flight briefing, during which you'll be assigned your working positions for the upcoming flight.
- carry out pre-flight duties, including checking the safety equipment and doing security checks, ensuring the aircraft is clean and tidy and that information in the seat pockets is up to date and all meals, drinks and stock are on board
- welcome passengers on board and direct them to their seats
- serve meals and refreshments
- sell duty-free goods and advise passengers of any allowance restrictions in force at their destination
- reassure passengers and ensure they follow safety procedures correctly in emergency situations
- deal with any difficult or inebriated passengers (who may be acting in a rude or anti-social way) politely but firmly, to ensure the safety and comfort of

## **Education**

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### **Customer service agent orientation certificate**

Oct 2016 – Jun 2017

Smart solution

## Safety and Security Certificate

CFPNC Rabat Morocco

Sep 2011 – Dec 2011

## Air Hostess and Tourism Diploma

ESARC Rabat Morocco

Sep 2009 – Jun 2011

## High School Degree

Ali Ben Cherif

External candidate0

– Jul 2011

## Skills

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### Languages

Arabic : Native  
French : Fluent  
English : Fluent

### Personal Skills

- Excellent grooming standards
- Excellent communication skills
- Ability to work under pressure
- A warm personality, attentive and smartly presentable
- Able to read and write English
- Knowledge of Food Hygiene Regulations
- Good communication skills

## Skills

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### Computer Skills

Microsoft Office : Word, Excel, Power Point, Outlook, Gmail, Opera