

SALES ASSOCIATE/ CUSTOMER SERVICE ATTENDANT

RUKAYAT SANNI

FLAT 407, SHEIKH AHMAD BUILDING, AL RIGGA, DUBAI, UAE

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VISA STATUS: VALID VISIT VISA

CAREER OBJECTIVE

Seeking multidisciplinary customer service position with companies to utilize my exceptional skills and ability to provide prompt exquisite and courteous service to the customers in order maximize satisfaction.

CORE SKILLS

- Customer Service
- Teamwork
- High Energy
- Professionalism
- Proactive
- Stamina
- Active Listener
- Fast Learner
- Products/services knowledge

PROFESSIONAL COMPETENCIES

- Demonstrated ability to greet customers, offer them an appropriate services.
- Proficient in customer relation' inventory and stock taking skills.
- Able to respond promptly and courteously to any requests
- Special talent for issuing bill to customers, accepting payment, and maintaining proper accountability for orders and funds
- Competent at accepting credit card and cash payments
- Exceptional verbal and written communication skills
- Dedicated and meticulous – high level of accurateness and attention to detail.
- Crowd Control and Guest directive competence
- Effective team-player with considerable attention to detail
- Dependable to perform opening and closing duties

PERSONAL COMPETENCIES

- Exceptionally professional demeanor and very respectful and friendly attitude
 - Dexterous to stand for long periods
 - Excellent skills in maintaining cleanliness and personal hygiene standards
 - Ability to think and act quickly in a fast-paced, high-volume environment
 - Successful record of accomplishment of dealing with complaints and problems with a positive attitude.
 - Positive can-do attitude with the ability to accurately take and follow instructions
 - Effective team player with considerable attention to detail.
 - Socially active with target buyers.
 - Establish trust with the buyer through succinctly Communication. • Ability to use psychology to engage guest/customers
 - Jovial with always smiling face.
 - Neat, Beautiful, Nice stature and compelling outlook to compel customers.
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CAREER HISTORY

FRONT DESK ATTENDANT

SEP 2021 – NOV 2021

ASPEN COMMERCIAL BUILDING, SHEIKH ZAYED ROAD, DUBAI UAE

- welcome and greet guests and ensure they sign in
- Answer and direct incoming calls
- Inform guests services and restriction
- Confirm appointments of visitors
- Ensure proper office location by visitors
- Register and check guests in
- Confirm relevant guest information
- Receive and transmit messages for guests
- Retrieve mail, packages and documents such as faxes for guests
- Listen and respond to guest queries and requests both in-person and by phone

CASHIER/ CUSTOMER SERVICE ATTENDANT

KWARA HOTEL, KWARA SATTE, NIGERIA

Nov 2019– April 2021

- Answering telephone order and note for kitchen;
- Providing information to callers on menu, taking and relaying messages;
- Taking order from arriving customers;
- Sending order to kitchen;
- Taking accurate order from customer;
- Taking payment cash or through POS;
- Balancing account before handing over shift;
- Serving customers and ensuring their satisfaction;

HOUSEKEPPING SUPERVISOR

2019

KWARA HOTEL, KWARA SATTE, NIGERIA

- Operating and training team mate on using cleaning machineries.
- Excellent report submission to soft service manager.
- All my team mate are well nurtured and coordinated with daily neat outfit
- Ensuring all designated area like female washrooms, corridors, stairs are kept clean
- All assigned PPM are done and completed before due date
- Ensuring trash is removed, emptied waste containers and removed waste from the premises
- Training for designated office girl on Coffee & Tea making
- Ensuring client arena are kept clean at intervals
- Ensuring general office are kept clean
- Good use of MS office

ACADEMIC QUALIFICATIONS

DEGREE IN LINGUISTICS,
University Of Ilorin, KWARA STATE, NIGERIA.

2012-2018

West African Examination Council
General Certificate Examination (GCE)

Nov/Dec, 2009

