

CURRICULUM VITAE

NAME: ASONGNA TENGNA ARISTHA
LOCATION: DUBAI, UNITED ARAB EMIRATES
CONTACT: +971582388991
EMAIL: asongnaaristha1993@gmail.com
NATIONALITY: CAMEROONIAN
VISA: TOURIST VISA
POSITION APPLING FOR: **RECEPTIONIST**



SUMMARY

Dedicated receptionist with four years of service in top star hotels. Committed to provide accurate and adequate services to patrons. Demonstrate active listening and communication skills to ensure patrons are satisfied. Experienced in various settings, including family restaurants, bars, cafeterias, banquets, and room service. Determined team player striving to deliver the highest quality service.

WORK EXPERIENCE

MONT FEBE HOTEL YAOUNDE CAMEROON (JUNE 2019 – JANUARY 2021)

RECEPTIONIST

DUTIES:

- Performed all check-in and check-out tasks
- Managed online and phone reservations
- Informed customers about payment methods and verified their credit card data
- Registered guests and collected necessary information (like contact details and exact dates of their stay)
- Welcomed guests upon their arrival and assigned rooms
- Provided information about our hotel, available rooms, rates and amenities
- Responded to clients' complaints in a timely and professional manner
- Liaise with our housekeeping staff to ensure all rooms were clean, tidy and fully-furnished to accommodate guests' needs
- Confirmed group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests
- Upsell additional facilities and services,

MOUNTAIN HOTEL BUEA (DECEMBER 2016– SEPTEMBER 2019)

RECEPTIONIST

DUTIES:

- Greeted and welcomed guests with a warm smile as soon as they walk in.
- Directed visitors to the appropriate person and office.
- Answered, screened and forwarded incoming phone calls to respective staff.
- Ensured reception area was tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Provided basic and accurate information in-person and via phone/email.
- Received, sort and distributed daily mail/deliveries.
- Maintained office security by following safety procedures and control. access via the reception desk (monitor logbook, issue visitor badges). Ordered front office supplies and keep inventory of stock.
- Updated calendars and schedule meetings.
- Performed other clerical receptionist duties such as filing, photocopying, transcribing and faxing.

LANGUAGE PROFICIENCY

- English Excellent
- French Excellent
- Arabic Basic

EDUCATIONAL BACKGROUND

- High School Diploma
- G.C.E Ordinary Level
- Computer Training Course

HOBBIES:

- Sports
- Reading Chef Magazines

AVAILABLE ON REQUEST, READY TO JOIN IMMEDIATELY.