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Bur Dubai, Dubai 00000

EDUCATION

B.A Pro **Delhi University**,
India, January 2021

GCSE **Asian School of
media studies** , India
Delhi, March 2018

BHAWNA DHILLO

PROFESSIONAL SUMMARY

To work in a challenging job environment that utilizes my skills and abilities and offer ample learning opportunities. I am looking for challenging work which encourages continuous learning and implements my knowledge.

WORK HISTORY

April 2019 - August 2020 **Plaza Premium Lounge - Guest Service Agent**, Delhi , India

- Welcome guests to Airport with a pleasing smile.
- Review arrival lists and records.
- Receive and take care of special guests.
- Answer the inquiries of clients on a timely basis.
- Assist the other staff members in preparing welcome folders for the guests.
- Give the required information about different areas of Airport to the guests.
- Promote the services provided by Airport.
- Help clients with various tasks like arranging transport, providing supplies, etc.
- Address grievances issues and inform Guest Relations Manager as and when required.
- Record all necessary data and information in the designated registers everyday.

June 2018 - March 2019 **Jammun hospitality - Customer Service Representative**, Mumbai, India

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication

- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

May 2016 - May 2018 **PVR Cinemas - Entertainment Host**, Delhi, India

- Engage customers in live demonstration to deliver an exciting and magical customer experience, thus increasing sales and setting an example to the rest of the team.
- Gain excellent in-depth product knowledge within all product groups in the store and share this expertise with the team
- Interact with customers and provide amazing service by following Hamleys PLAY Service Principles
- To support Hamleys trading and promotional programme by striving to exceed set targets
- Increase sales performance of staff by coaching, setting targets and providing feedback
- To create the Hamleys experience by following Trading the Hamleys Way principles, VM guidelines and housekeeping standards
- To implement sales promotions and price changes as directed by Management

SKILLS

- Proven experience as a Guest Relations Officer.
- Familiarity with hospitality industry standards.
- Proficiency in English; knowledge of additional languages is a plus.
- Computer literacy.
- A customer-oriented and professional attitude.
- An outgoing personality.
- Outstanding communication abilities.