

# LANI L. UNTALAN

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Address: Al Hebiah 4 Sport Residence, Sport City.



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## Qualification:

A highly resourceful, flexible, innovative and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedure. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and excellent team player with a proven ability to work proactively in a complex and busy office environment.

## SKILLS:

- Proficient in using MS Word, Excel, Outlook and PowerPoint and Internet Access.
- Excellent Customer Service.
- Strong Organizational Skills and Multitasking Skills.
- Can work under minimum supervision.
- Fast learner, attentive to details and ability to work under pressure.
- Resourceful and Hardworking.
- Good Communication Skills.
- Well Organized in prioritizing task and work.
- Team Player.
- Perfect Gym System (GGI Ssystem)

## WORK EXPERIENCE:



**SENIOR RECEPTIONIST & ADMINISTRATIVE ASSISTANT (January 2014 –May 27, 2020)**  
Gold's Gym International Dubai – Business Village Clock Tower

- Manage Front Desk Receptionist to emphasize superior customer service.
- Receives phone calls and responds to the caller inquiries, refers them or direct them to the appropriate person.
- Manage the daily needs of the office (pantry and stationary supplier).

- Checks and appropriate respond to all e-mail correspondence that we receive at our office.
- Full range of general clerical work such as filling, photocopying, scanning, faxing answer calls.
- Encoding all the Members data to the excel sheet.
- Handle membership payments, cancellation, renewed and monthly billings.
- Providing training and orientation for new staff.
- Coordinating and arranging repairs to office and gym equipment.
- Maintain up to date employee holidays record.
- Organize the schedule meetings and appointments.
- Handle sensitive information in confidential manner.
- Take accurate minutes of meetings.
- Excellent time management's skills and ability to multi –task and prioritize work.



**SENIOR RECEPTIONIST – February 2012–2014**  
**Fitness First – Lakes Club (Landmark Group LLC)**

- To be knowledge in all aspects of the Club operations the FF Club Rules and Regulations.
- Ensure all members and visitors are greeted in a friendly manner and names are used where possible.
- To answer all incoming calls according to company standards and further the enquiry where needed.
- Maintain cleanliness of the Front desk at all times, ensure the desk is well stocked at all times
- Ensure all non-members and visitors to the club sign the guest register
- To assist member with various services such as DVD rentals, Lost and Found property and queries, update of particulars, new membership cards, general enquiries, club announcements, GX class registrations, FF International passport, Guest passes
- To conduct monthly service calls pertaining to membership dues collection.
- Ensure all cancellation and freezing requests are directed to the Manager immediately, or logged down to follow up where not available
- Handle and take ownership of guest comments and complaints in a professional and timely manner and coordinate with the Manager to find a solution.
- To assist in administering new membership sales in the system accurately.
- Perform the necessary cashiering duties– accountable for all transactions during your shift, responsible for ensuring all membership dues and payments are correctly entered into the system, responsible for all cash and bills and checks in the cash register during your shift, perform a safe drop at the end of each shift with a witness
- Accurately cash up at the end of your shift and conduct a thorough handover to the next shift.
- Attend regular meetings as conducted by the Manager.
- Always be on call to cover sickness and emergencies.
- Handling Manger on Duties.



**RECEPTIONIST –February 2006 to 2012**

**Hayya Health Club –(EMAAR HOSPITALITY GROUP)**

- Maintain constant front desk presence to greet visitors and answer incoming calls.
- Responsible for Booking for Tennis & Squash make sure that there's no double booking.
- Registers guests and check in members.
- Resolving complaints and offering alternative solutions where appropriate with the objective of retaining customers' and clients' business.
- Ensures appointments are directed to the appropriate Lifestyle Specialist or Manager in a prompt and professional manner.
- Notifies management of gym incidents.
- Performs Manager-on-Duty tasks as necessary by ensuring the gym is clean, schedules are followed, supplies are stocked and equipment's are working properly.
- Oversee current office supply inventory, order new inventory within budget; assist employees with office supply needs
- Collect payments, renew memberships and resolved billing issues
- Identifies delinquent accounts in order to collect monthly dues in a timely and professional manner.
- Updates customer, sales and membership information.
- Updates and maintains the daily sales report.

**TRAININGS ATTENDED & CERTIFICATIONS.**

**Fire Drill Training – Janaury 2018.**

Dubai SME – Business Village Deira Clock Tower.

**First Aid Training – Month of July 2016**

Emergency First Aider Plus Defy& CPR

HSS Health & Safety Solutions

High field Awarding Body for Compliance.

**First Aid Training – Month of Feb 2011**

First aid basics / Plus CPR, AED & First aid for Adults

Medic First Aid –Training Program

Hayya Health Club Dubai U.A.E

**Certificate of Achievement – Foundations of Management Month of August 2011**

**6 Months Course Foundations of Management Program – Month of September 2011**

Hayya Health Club – Emirates Hills, Dubai

**Education.**



**System Technology Institute.**

**Computer Programming**

**STI – Lerma Manila , Philippines –Graduated – 1998**

**Personal Information.**

Date of Birth : April 17, 1978  
Civil Status : Married  
Visa Status : Husband Visa