

Daniah Almatrafi

Saudi Arabia | P: +966 53 139 4638 | danialmatrafi@gmail.com | <https://www.linkedin.com/in/daniah-mohammad-109913285/>

EDUCATION

UMM AL QURA UNIVERSITY

Makkah, KSA

Bachelor of Tourism and hospitality management

GPA: 3.88/4.0 ; Excellent with First Honors

Aug 2020 - Feb 2024

WORK EXPERIENCE

WIRGAN HOTE.

Makkah, KSA

Front desk agent at Wirgan hotel.

Feb 2024 - Present

- Managing guest check-ins and check-outs efficiently.
- Processing guest payments, issuing room keys, and providing necessary information about the hotel facilities and services.
- Handling room reservations, cancellations, and modifications.
- Assisting guests with special requests and ensuring they are accommodated appropriately.
- Addressing guest inquiries, concerns, and complaints promptly and professionally.
- Providing information about local attractions, transportation, and dining options.
- Preparing and submitting reports on occupancy, financial transactions, and guest feedback.

THE MINISTRY OF HAJJ AND UMRAH

Makkah, KSA

COOP Training in (General administration for measuring performance and customer satisfaction, General administration of services and accommodation, Call center)

Nov 2023 – Feb 2024

- Conducting questionnaires and reports on customer satisfaction, measuring satisfaction with the services provided in Makkah, Implement the " invisible guest " in AL haram and its surrounded areas.
- Receive inquiries and submit complaints using CRM system and geneses program.
- Organize data related to hotels and services.

AL MARWA RAYHAAN BY ROTANA HOTEL

Makkah, KSA

COOP Training in all operational departments

Dec 2022 – Feb 2023

(Front office, F & B, reservations, HK, HR , sales & Marketing)

- Guest interaction, customer service, administrative support, reservations management.
- Market research, sales support, Promotional activities.

CERTIFICATIONS

- Tourist guidance qualification program | Ministry of tourism.
- Customer Experience management Fundamental | Lucidya Academy.
- VIP service ceremony | Ministry of tourism.
- Terhab program, a soft skills course for first-line employees in the service of the guests | Ministry of Hajj and umrah.
- Customer acquisition | Misk foundation.
- Entrepreneurial mindset | Misk foundation.
- Experience management in the tourist accommodation sector |Ministry of tourism.
- Marketing and social media in the tourism industry | Arab Tourism Organization.
- Public Relations and corporate communication management | Ministry of Tourism.

ADDITIONAL

Skills:

- proficiency in Microsoft office programs.
- Experience with Opera System, the QMS, Amadeus.
- Experience in administrative tasks and preparing daily reports.
- Dealing and solving customers problems professionally

Soft Skills:

- Communication
- Problem-Solving Leadership
- Teamwork
- Time Management
- Creativity

Languages:

- Arabic
- English (STEP: 81%)