

# TAHIRA BIBI

## CUSTOMER SERVICE SUPERVISOR

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### Professional Summary

Highly motivated and results-driven Customer Service Supervisor with over 10 years of progressive experience in the hospitality industry. Proven track record of managing and leading teams to deliver exceptional customer service. Skilled in resolving customer complaints, improving service processes, and enhancing customer satisfaction.

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### Professional Experience

#### Customer Service Supervisor

##### Aroma Cafe & Restaurant Abbottabad

March 2018 – December 2023

- Supervised a team of 15 customer service representatives, ensuring high levels of customer satisfaction.
- Developed and implemented training programs for new hires, improving team performance and service quality.
- Achieved a 20% increase in customer satisfaction ratings through targeted training and process improvements.
- Implemented a customer feedback system that resulted in a 15% increase in positive customer reviews.
- Recognized as Employee of the Month multiple times for outstanding service and leadership.
- Handled escalated customer complaints, achieving a resolution rate of 95% within 24 hours.
- Monitored service standards and provided regular feedback to team members to maintain a service quality score of 90%.
- Collaborated with management to develop and refine customer service policies and procedures, reducing service delivery time by 15%.

#### Customer Service Representative

##### Savor King Abbottabad

June 2014 – February 2018

- Provided direct support to customers, addressing inquiries, complaints, and service issues.
- Managed a high volume of guest interactions, ensuring prompt and courteous service through multiple channels including in-person interactions, phone calls, and online inquiries.
- Utilized advanced knowledge of menu offerings, ingredients, and preparation methods to provide detailed recommendations and accommodate special dietary needs.
- Handled complex customer issues and complaints with diplomacy and efficiency, achieving satisfactory resolutions to maintain guest loyalty and positive reviews.
- Coordinated with kitchen and serving staff to ensure seamless order accuracy, timing, and presentation, meeting high standards of service excellence.
- Implemented effective reservation management strategies, optimizing table turnover and guest satisfaction during peak hours.
- Proactively engaged in continuous training and development programs to enhance product knowledge, service techniques, and customer interaction skills.
- Collaborated with management to develop and refine customer service policies and procedures, contributing

to improved operational efficiency and guest experience.

- Maintained a professional demeanor and upheld restaurant standards of cleanliness, organization, and presentation in guest-facing areas

#### **Intern**

##### **Abbottabad Marriage Hall Hotel & Guest House**

**November 2012 – May 2014**

- Assisted in various departments including front desk, housekeeping, and guest services.
  - Learned operational procedures and guest interaction protocols under the guidance of experienced staff.
  - Contributed to improving guest satisfaction through prompt service and effective problem-solving.
  - Gained insights into hotel management practices and customer service standards.
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#### **Education**

##### **Higher Secondary School Certificate (HSSC)**

**Abbottabad Board**

**2012**

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#### **Skills**

- Team Leadership and Supervision
  - Customer Complaint Resolution
  - Training and Development
  - Process Improvement
  - Customer Feedback Analysis
  - Excellent Communication Skills
  - Time Management
  - Conflict Resolution
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#### **Languages**

- English: Intermediate (IELTS 5.5)
- Urdu: Native