

**Full Name:** Hala Ibrahim Ftaimat  
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#### **PROFESSIONAL SUMMARY:**

Experienced and results-driven professional with seven years of proven success in Receptionist and Customer Service roles. Seeking a challenging position where I can leverage my extensive background in managing front desk operations, providing exceptional customer service, and contributing to a positive and efficient work environment. Eager to bring my organizational skills, attention to detail, and dedication to delivering outstanding service to contribute to the success of a dynamic team.

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#### **ACADEMIC QUALIFICATIONS:**

**Bachelor Degree in Surveying and Geomatics Engineering, Al Balqa Applied University.**

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#### **PROFESSIONAL EXPERIENCE:**

\* **Kempinski Hotel Ishtar Dead Sea, Ishtar Spa by Resense, Spa Receptionist, (May 2023 – Jan 2024)**

\* **Movenpick Dead Sea, Zara Spa, Spa Receptionist (Nov 2022 – Apr 2023)**

\* **Responsibilities:**

- Greeted and welcomed clients in a friendly and professional manner, ensuring a positive first impression.
- Scheduled appointments, managed reservations, and provided detailed information about spa services.
- Handled phone inquiries, directed calls to the appropriate personnel, and responded to customer queries.
- Processed payments, managed cash transactions, and maintained accurate financial records.
- Collaborated with spa staff to coordinate seamless customer experiences and resolve any issues promptly.
- Maintained a clean and organized reception area, ensuring a comfortable and inviting atmosphere.
- Explaining spa services and products to customers in order to help them.
- Suggesting products to use at home to maintain results after leaving the spa.

\* **Al-Ahliyya Amman University - Arena fitness club, reservation and receptionist (Nov 2021 – Oct 2022)**

**Responsibilities:**

Scheduling appointments with clients to start new membership or follow up on past memberships.

- Monitoring the front desk and answering incoming calls, greeting customers as they enter the gym, and answering questions about the facility's services.
- Processing membership applications and fees, collecting insurance information, and issuing memberships.

- Taking care of basic customer service tasks such as answering phones, greeting client's by name, and checking in members.
- Explaining facility policies and procedures to new members and helping them get acquainted-with the facility.

\* **Rawafed road's constructing Est , secretary (Mar 2019 – Mar 2020)**

**Responsibilities:**

- Answering calls, taking messages and handling correspondence.
- Maintaining diaries and arranging appointments
- Typing, preparing and collating reports.
- filing
- Organizing and servicing meetings.
- Managing databases prioritizing workloads
- Coordinating mail-shots and similar publicity tasks  
logging or processing bills or expenses.
- Acting as a receptionist and/or meeting and greeting clients

**KEY SKILLS AND COMPETENCIES:**

- Team working skills.
- Negotiating and problem-solving skills.
- Ability to build and maintain relationships.
- Presentation skills.
- Communication skills.
- Strong attention to detail, ability to organize complex tasks, and meet multiple deadlines.
- Knowledge of information technology applications, systems, and processes.
- Excellent organizational and planning skills.
- Problem assessment and analysis.

**LANGUAGES:**

- Arabic: Fluent (Reading, Writing, Speaking)
- English: Advanced (Reading, Writing, Speaking)