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| Arnela lihovac |  |
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Personal information

Lihovac Arnela

31.01.1996, Rijeka, Croatia

Sarajevo, Bosnia&Herzegovina

Bosnian

Experience

2014-2015

**Hotel ” Elegance ” ▪ Ilidza, Bosnia&Herzegovina**

**Front desk agent**

Communicate with the booking, housekeeping and maintenance departments to ensure prompt responses to guests’ needs

Answer guests’ calls and record details of each conversation for future follow ups

Meet and exceed guests’ expectations by anticipating the services they might require

2016 - 2018

“**Sheraton Grand Doha Resort & Convention Hotel” ▪ Doha, Qatar**

**Club Lounge Ambassador**

Administer and share pre-arrival communication with SPG Platinum, Gold & Ambassador guests and hotel VIPs

Responsible for the coordination of the Sheraton Warm Welcome

Ensure all SPG, repeat Guests and Club Loyalists are identified, pre-blocked and recognized

Using GPS information and guests preferences to personalize communication and amenities for all VIPs

Personally inspect all VIP suites

Responsible for running several reports relating to GPS and guests preferences

Respond to guest inquiries and concerns promptly and with courtesy

Building relationship by engaging with guests and clients in assigned areas by conducting personal and authentic conversations

**Front desk agent**

Providing information about the hotel to costumers or guests

Answering the phone inquiries and greeting the guests at hotel

Handling the reservations made via Internet or phone and accepting the payment

Effectively coordinating with all departments including the management, accounts, housekeeping and catering

Resolving any problems regarding the costumer accommodation and trying to resolve it before engaging a manager for assistance

**Starwood Preferred Guest coordinator**

Promoting the Starwood Preferred Guest program while providing recognition and benefits to all present members

Creating programs to increase SPG enrollments

Registering guests into Starguest and ensuring all complaints are being tracked

Provide recognition and benefits to all present members

Attending regular SPG Performance calls with SPG hotel coordinator

Communicating SPG performance and program updates to higher hotel management

Ensure all SPG enrollments and reports are reviewed

Process SPG reimbursements and transactions

Review all points for members are credited accordingly upon check out

2018 – 2019

“**Hyatt Regency Creek Heights” ▪ Dubai, UAE**

**Guest services officer**

Providing information about the hotel to costumers or guests

Answering the phone inquiries and greeting the guests at hotel

Handling the reservations made via Internet or phone and accepting the payment

Effectively coordinating with all departments including the management, accounts, housekeeping and catering

Resolving any problems regarding the costumer accommodation and trying to resolve it before engaging a manager for assistance

2019-2020

**Etihad Airways ▪ Abu Dhabi, UAE**

**Flight attendant**

Provide information, guidance, and assistance for safety and comfort to passengers on board aircraft

Greet customers, check their tickets and accompany them to their seats

Comply with all aviation rules and regulations for safety and protection

Submit analytic reports concerning flight incidents

Attend the “brief” and act on it

Education

P.I. Secondary Mechanical Technical School

2010-2014

Goethe Institute

2014-2015 German language A.1.1. A.1.2.

**Skills and Proficiency**

Communication Skills – Bosnian, Croatian, English (fluent), German (basic)

Computer skills – Catia V5, MS Office Word & Excel, Starguest, Opera, SPG link

**Personal statement**

Well-mannered, polite and hard-worked. Punctual, Professional and flexible with ability to ensure an efficient and effective service. Currently looking for a suitable work offer and the opportunity to develop personally and proffesionaly. Ready to work with patience and

pleasure.

**Trainings completed**

”HACCP” (Hazard Analysis and Critical Control Points)

”Guest Cues”

”Your role in Preventing Human Trafficking Recognize the signs” (MGS Course ID551161)

”Service so memorable”