

**Azanor Bin Amat Shukor**

No 181G Blok B Tingkat 10  
Bangunan Choo Cheng Khay  
Jalan Choon Cheng Khay  
51460 Kuala Lumpur

014-2762625

**The objective of employment**

Find Employment in the field of customer services and the opportunity to provide excellent customer service to guests /passengers while ensuring their comfort and safety throughout their stay or journey and trained to deal with security.

**Background Profil**

➤ Full Name : <b>Azanor Bin Amat Shukor</b>	➤ Religion: Muslim
➤ Birth Place: Mersing,Johor	➤ Gender: Male
➤ Marital Status: Single	➤ Postal Adress : No 200 Blok 4B Jalan Enggang,Felda Nitar Satu,86807 Mersing Johor. ➤ Email : azanoramatsukor@ymail.com
➤ Date Of Birth : 21 <sup>th</sup> February 1990	
➤ Citizen: Malaysian	
➤ Ic Card No : 900221015809	

**Education Information**

• Highest Qualification: Sijil Pelajaran Malaysia 2007 ( SPM ) • Institutions : Sekolah Menengah Kebangsaan Nitar	
• Second Best : Penilaian Menengah Rendah 2005 ( PMR ) • Institutions : Sekolah Menengah Kebangsaan Nitar	
• Etc : Guest Service Ambassador Training 2012 ( The Zon Regency Hotel Johor Bahru ) : Symphony of Service 2013 ( JW Marriott Kuala Lumpur )	

**Co-curricular Activities**

- |  |  |
|--|--|
| ✓ Fire-Fighter Cadet ( committee Members ) | ✓ Fire-Fighter Cadet Marching Competition ( 2006 ) |
| ✓ English Club Members                     |  |

**Language Ability****Conversation**

- ✓ Bahasa Melayu (Very Good)
- ✓ English Language (Good)

**Writing**






- ✓ Bahasa Melayu (Very Good)
- ✓ English Language (Good)

## **Working Experience**

- 1 . Restaurant service crew of Bunga Dahlia Restaurant as a Partime**  
Location : Senai Johor  
Working Period : 2008
- 2 . Front Desk as a Waiter of Niji Sushi Sdn Bhd as a Partime**  
Location : IOI Mall Kulai Johor  
Working Period : 2009
- 3 . Cafe Waiter / Customer Service Agent / Senai International Airport as a Partime**  
Location : Senai Airport  
Working Period : Mid 2009 till April 2010
- 4 . Bellman / Concierge / The Zon Regency Hotel By The Sea Johor Bahru / Permenant**  
Location : Johor Bahru  
Working Period : May 2010 till January 2012
- 5 . Re-designation and tranfer to Reservation Department ( Administration and General as a Guest Service Assistant ) Permenant**  
Location : The Zon Regency Johor Bahru  
Working Period : February 2012 till December 2012
- 6 . Guest Service Assistant / Reservation Department of JW Marriott Hotel Kuala Lumpur / Permenant**  
Location : Bukit Bintang Kuala Lumpur  
Working Period : March 2013 till Present

## **Job Descriptions**

### **Reservations / Guest Service Assistant**

-  Responds to communications from guest,travel agents,and referral networks concerning reservations arriving by mail,telephone,fax or through a central reservation system.
-  Handle all guest's special requests in a professional manner
-  To prepare letters of confirmation,pro-forma invoices and promptly processes any cancellations and modifications.
-  Preparing the list of expected arrivals for the Front Office,preparing all rooming list for the Group Booking ( Government, Travel –Agent, Corporate )
-  Responsible for taking reservations and accurately inputting into the computer system.

- ✚ Answer inquiries of room rates,outlets and room locations and hotel packages ( Legoland, Hello Kitty, USS packages )
- ✚ Activate manual system in event of system downtime.
- ✚ Answering the call to tranfering the line to the others department
- ✚ Handling for internal and outside call reservation by the phone
- ✚ Handle all telephone operation in the Hotel

### **Bellman / Concierge Assistant**

- ✚ Provided any informations about Hotel and Johor Bahru attraction areas.
- ✚ Opening the door of the car for the guest in a professional manner at the entrance of the hotel and assisting to unload the luggage if any.
- ✚ Extend warm welcome and appreciation to every guest and patrons by greeting and genuine smile.
- ✚ Having wealth of knowledge in relating to hotel products,event of the day, and promotions.
- ✚ Assisting to arrange the transportation for the guest.
- ✚ Distributing the Daily newspaper to hotel guest and others department concerned.
- ✚ To ensure te hotel guest luggage being delivered collected,soted accurately and promptly all the time.

### **Cafe Waiter / Restaurant Service Crew**

- ✚ Escort customers to their tables.
- ✚ Calculate and prepare detailed check and provided to the customs at their request.
- ✚ Serve food or beverages to customers, prepare and serve specialty dishes at tables as required.
- ✚ Remove dishes and glasses from tables and take them to kitchen for cleaning.
- ✚ Stock service areas with supplies such as coffee,food,tableware and linen.
- ✚ Check patrons indentification in order to ensure that they meet minimum age requirements for consumption of alcoholic beverages.

### **References**

**Mr Agus Bin Abdullah**  
 Assistant Outlet Manager  
 Lapangan Terbang Sultan Ismail  
 81400 Senai Johor  
 019-7246406

**Ms Hairini Binti Haron**

Guest Service Executive  
The Zon Regency Hotel Johor Bahru  
012-7423131

**Mr Fumi Goh Khoon Hock**

Reservation Manager  
Jw Marriott Kuala Lumpur  
012-9008810

**Mr Ricky Rozam**

Senior Guest Service Assistant  
Jw Marriott Kuala Lumpur  
019-2538057

**IT Skills**

- ✓ Operating System : WindowsXP, Vista
- ✓ Software : Ms Office, Word, Excel, Opera, HIS, Pergasus System

**Special Skills**

Well Personality  
Good in conversation while attending customers /guests  
Passion for continuous learning and personal growth  
Effective either working alone or in teamwork  
Able to ensure sales target are met and exceeded beyond expectations  
Highly skilled in greeting customers in polite manner  
Cheerful attitude and friendly  
Dynamic and Independent person

**Expected Salary**

2000 – 2500 MYR ( Negotiable )

**Licence**

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