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***RUQAYAH HASSAN SALMAN***

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***Objectives:***

*To be able to share my knowledge and skills to the company that I am going to work with and to improve my professional skills and enrich my learning and experiences by associating myself with professionally managed organizations*

***Work Experience***

* ***Host***

***24/5/2017 to present***

***The Cheesecake Factory – Al Shaya Co.***

1. *Present a positive first impression.*
2. *Greet guest upon arrival.*
3. *Inform guest of their wait time.*
4. *Monitor the waiting list.*
5. *Inter guest name into the computer system.*
6. *Show guest to their table and bid guest farewell as they leave.*
7. *Answer incoming calls to the restaurant and provide appropriate service.*

* ***Front desk-administrative Clark***

***20/2/2014 -20/05/2014 (Temporary work contract)***

***Dr. Tariq Hospital***

1. *Attending telephone calls and patients inquires*
2. *Welcoming the patient and find their files*
3. *Inform the patient about the charges for the procedure*
4. *Receiving payment and issuing receipts*
5. *Booking appointment*
6. *Handling cash and float money and do the closing by end foe the day*

* ***Receptionist-office assistant***

***1/4/2010 to 14/8/2013***

***MAF Investment – Bahrain city Center***

1. ***Attend telephone calls visitors requirement***

* *Transfer the call to the concern person or take a massage*

1. ***Controlling work permits***

* *Hand the tenant/ contractor the work permit when they request it for a job to be done in the mall and hand it over to the signatories*

1. ***Finance matters***

* *Receiving lease agreement from the tenant’s and forward it to finance dept.*
* *Sending utility invoice to all the tenant.*
* *Receiving utility and rent payment and logged it in payment log book before forward it to the finance*
* *Handing out the receipt to the tenants*
* *Fallowing with the tenant for the outstanding payment*

1. ***Do International calls for the management office team if they required***
2. ***Handling courier and mails***

* *Receiving packages to be send by courier from the staff.*
* *Receiving courier from the courier company addressed to anyone in the management office*
* *Receiving the mails from the boast office and hand it over to the concern dept.*

1. ***Claim city cash vouchers***

* *Receiving the gift voucher from the Tenant to redeem in the system and give them a copy*
* *Receiving the gift voucher cheques from finance dept. and hand it over to the tenant’s*

1. ***Organize booking for conference rooms for management office team***
2. ***Handle the filming photography authorization form***

* *Get a request from the media or other organization for photographing or filming in the mall and give them the form*
* *Pass the form to the marketing dpt. For signature*

***9. Assisting Operations Department***

* *issuing the LPO’s after receiving the quotation and do the tracking*
* *collecting the invoice from the suppliers*
* *issuing address letter for the tenant if they request*
* *fallow up with the tenant for the storage payment*

1. ***temporary Executive GM secretary (1/10/2010 to 31/12/2010)***

* *Taking minute of the manager meeting*
* *Organize all the appointment*
* *Issuing letters*
* ***Customer Service Officer***

***10/8/2008 to 31/3/2010***

***MAF Investment – Bahrain city Center***

1. *Responsible for ensuring positive &efficient handling of all enquiries & incoming calls.*
2. *Provide general information and assistance to the public.*
3. *Handle all complaints with utmost professionalism.*
4. *Perform the necessary procedures for stroller rental, wheelchair loans and gift voucher sales.*
5. *Work with marketing to ensure smooth running of promotions and report any related issues immediately.*
6. *Assist to grow and develop good, positive relations with government & community groups*

* ***Waiter / Casher***

***1/6/2005 until 8/8/2008***

*Ponderosa Steak House Restaurant*

* ***Casher***

***8/9/2004 until 31/5/2005***

***24 Hours Market***

***EDUCATION:***

* *Hamad town secondary school in 2004*

***PROFESSIONAL COURSES:***

* *Microsoft office Excel 2010 – Level 1 on March 11th – 14th 2013*
* *Telephone Etiquette behavior on December 25th-27th 2011*
* *Communication Skills on October 6th-7th 2010*
* *Emergency life support and Basic first aid on August 25th 2008.*
* *Telephone Etiquette course on August 19th 2008.*
* *Guest Service Programme – Module 1 on August 10th-11th 2008.*
* *How we work together course on January 15th-17th 2007.*
* *Excellence in customer service on July 24th-26th 2006.*
* *Motivation – Confidence Building, Teamwork and leadership on June 14th-July 5th 2005*

***LANGUAGE SKILLS:***

* *Arabic : Mother tongue.*
* *English : V.Good in written and spoken*

***SKILLS:***

* *Ability to adapt with the job I am given to do.*
* *Ability to work with different personnel in different situation.*
* *Good communication skills with people.*
* *Patience and good ability to handle high pressure situations.*
* *Knowledge of Microsoft office applications (outlook, word, and excel).*
* *Well rounded background in team building and leadership.*
* *Competent in resolving escalated customer service issues. Successful experience in customer service with strength in sales support and resolving.*
* *Punctual and hard working.*
* *Good sales and cash handling*

***Personal Information:***

*Date of Birth : 29/March/1986*

*Nationality : Bahraini*

*Marital Status : Married*