Mohamed Alfarhood



+966549990371

malfarhood@outlook.com



Saudi



Riyadh, Saudi Arabia



Singl

Education

High school - 2007-2010

TOFEL certificate from University of California Riverside

Work Experience

Tolat Etr - Administrative Assistant - April 2022 - Present

- Answer and direct phone calls. Organize and schedule appointments.
- Plan meeting and take detailed minutes.
- Write and distribute email, correspondence memos, letters, faxes and forms.
- Assist in the preparation of regularly scheduled reports.
- Develop and maintain a filling system.
- Update and maintain office policies and procedures.
- Order office supplies and research new deals and suppliers.
- Public relations and communications services.

Le Meridien Riyadh by Marriott (5 Stars – International)

At your service agent / Guest relation / Riyadh / Jun 2021 - Mar 2022

- Advise guest of any messages (e.g., voicemail, mail, faxes) received from them, and send to room if required. Answer, record, and process all guest calls, requests, questions, or concerns. Receive, record, and relay messages accurately, completely, and legibly.
- A guest relation officer, also know as a gust relation coordinator or guest relation specialist, is a customer service-oriented employee who essentially greets hotel guests. From escorting to rooms to assisting in arranging reservations, Gust Relation officers ensure a pleasant and satisfying stay at a hotel.

Flight Attendant, Riyadh, Saudi Arabia – 08/2015 – 12/2019

- Pre/Post Flight Checks
- Greeted passengers as they board the plane
- Assisted passengers in locating seats
- Ensured the safety of passengers during the flight
- Offering food and beverage to the passengers
- Handled flight safety and security procedures instructed passengers of all flight

Ground Handling, Riyadh, Saudi Arabia – 07/2014 – 08/2015

- Provided services to aircraft such as safety cards, disinfecting spray
- Monitored Transfer of Passengers, Baggage
- Ensured the boarding start and end on time
- Ensured for the crew to be on time
- Monitored and assisted customers during boarding and deplaning

Supervisor, LIBANET, Riyadh, Saudi Arabia – 11/2013-07/2014

- Ensuring the validation of the ID's and IQAMA's of the employees
- Ensuring for proper cleaning in the aircraft
- Providing the needed dry store equipment's
- Ensured the cleaning is on time

Skills

Languages:

English: Excellent.

Arabic: Native.

Computer:

Oracle Hospitality Opera Xpress

Micros

Proficient with Microsoft Windows based PCs and Microsoft Office Programs Word, Excel, PowerPoint.

Service Orientated - Self Developing

Efficient - Process implementation

Critical Thinking - Perfect on Teamwork

Attention to Detail - Able To Speak Politely

Self-Motivated - Relationship Builder

Solution Provider

Certification

40 Courses by Marriott Company

CRM course by Flynas

VIP customers service by Flynas

Safety course by Flynas

Security course by Flynas

Food and Beverages course