

Hanan Al Raqabi

Marketing

PERSONAL INFORMATION

Name: Hanan Al Raqabi

Nationality: Saudi

Date of birth: 26/5/1998

Martial statue: Single

Languages: Arabic and English

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OBJECTIVE:

Being and serving in a progressive organization where I can utilize my skills, knowledge and experience in a challenging role that allows for more advancement and growth.

I am a charismatic, warm & naturally skilled Relation Supervisor who can maximize sales department assigned. I am a forward-thinking individual who has meticulous attention to detail and the desire to exceed expectations. I can respond quickly to changing business requirements and have a high level of experience and a mature attitude towards customer service, socializing and the hospitality industry. I am currently looking for an excellent opportunity that offers great career progression within a multi-functional operation

EDUCATION:

2016-2020: bachelor degree

-bachelor in Marketing

**-Institution: Tabuk University
Tabuk, Saudi Arabia**

WORK EXPERIENCE:

-health volunteering, administrative and office work- Duba- Tabuk -Saudi Arabia- 20/6/2021

-February 2022 till February 2023: Hotel receptionist at Dama Group Company- Duba Saudi Arabia

- Follow up with Customers.
- Responsible in all the desk and visual managing it in the section.
- Answer questions or make recommendations for complementary products.
- Deal with complaints or problems with a positive attitude.
- Issue bills and accept payment.
- Attention to cleanliness and safety.
- Patience and customer-oriented approach.
- Excellent people skills with a friendly attitude.
- Responsible and trustworthy.

- May 2023 till November : Hotel receptionist at Mara Duba Hotel – HASCO Company- Duba Saudi Arabia

- Sells, registers and assigns rooms to incoming guests, ensuring that registration cards are properly filled out; checks-out departing guests by taking out slips from room rack and crossing out names in the alphabetical rack.
- Maintains records of arrivals and departures in appropriate logbook.
- Prepares folios of each guest for Front Office Cashier; types discount and special rate list.
- Pre-registers VIP guests as per instruction of the Chief Room Clerk.
- Attends to guests' complaints, inquiries and requests; refers problems to Asst. Front Office Manager whenever necessary.
- Maintains proper functioning of room rack and room status system.
- Meeting guests at the lobby and offering info pertaining to hotel services and facilities, points of interest and entertainment.
- Resolving problems arising from guests complaints and attending to their requests or inquiries with dispatch;
- Approving releases of VIP complimentary orders and amenities according to established policy.
- Accomplishes the following :
 1. Room charge/note change notice;
 2. Arrival/departure list;
 3. Advance payment list;
 4. No show/cancellation list
 5. Work order for signature of Asst. Front Office Manager

SKILLS

- Having a responsible attitude, remaining calm under pressure.
- Promoting a good work practice.
- Able to build positive rapport with staff.

Computer skills

Microsoft Office (Word, Excel, PowerPoint, Access). [T] Omega. Google drive, etc.

Additional Skills

- Excellent Client Relations, negotiations, qualification questioning & listening skills
- Hard working,
- detailed oriented and multi-tasks person.
- Team player, independent worker, & self-learner .
- Pays attention to details, solutions& goal oriented.
- Work creatively & motivational.

Courses

- Secretary and administrative assistant skills.
- The basics of social communication.
- VIP service ceremony.

Reference:

Upon request