

Nahla Rashed Lahdan Al Buainain

Front Office Supervisor/ Sales
Executive

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SKILLS

Problem Solving
Adaptability
Collaboration
Strong Work Ethic
Time Management
Critical Thinking
Handling Pressure
Leadership

EDUCATION & TRAINING

- Bachelor degree/ Business Administration / Arab Open University Bahrain 2008 – 2011.
- Distribution system, E-Commerce & social media / December 2014
- Dealing with guest / March 2017.
- First Aid & CPR / April 2015.
- Doroob training/ Leadership
- Doroob training/ Dealing with customer
- Doroob training/ Conversational skills in english
- Doroob training/ Financial performance management

AWARDS

- Golden Tulip Hotel
- Employee of the month/ December 2014.
- Employee of the month/ September 2016.
- Employee of the year / 2016
- Certificate of Appreciation / July 2018.
- Certificate of Appreciation / April 2019.

RESUME OBJECTIVE

Front Office Supervisor with 5+ years' experience of organizing duties, preparing reports, developing staff and maintaining the utmost confidentiality. Sales executive with 1 year experience of dealing with customer, promote (rooms, restaurant and meeting rooms), create packages and promotions and organizing the meetings. Looking to leverage my knowledge and experience into a role as supervisor and sales executive.

EXPERIENCE

Sales Executive

Golden Tulip Hotel / August 2018- December 2019

- Follow up with daily reports.
- Deal with customers.
- Create promotions and packages.
- Organizing and schedule the meetings.
- Prepare and submit the reports.

Front Office Manager in-charge

Golden Tulip Hotel / July 2016- July 2018 / October 2019- July 2020

- Prepare duty roster.
- Follow up with daily reports.
- Developed reception and reservation staff
- Trained new staff about reservation and reception procedure.
- Schedule and coordinate staff meetings.
- Maintain utmost discretion when dealing with sensitive topics
- Deal with guests.
- Deal with all online sites (inventory, rates, promotions and deals).
- Follow up with government site.
- Prepare and submit the reports

Reservation Supervisor

Golden Tulip Hotel / October 2014 - June 2016

- Reply to emails.
- Open/close rooms on online sites.
- Change rates on online sites.
- Prepare daily and monthly reports.
- Recorded, transcribed, and distributed minutes of meetings.

Reservation agent

Golden Tulip Hotel / June 2013 - September 2014

- Record reservation on system.
- Reply to emails.
- Record the transportations reservations.
- Prepare a daily reservation report.