

FLAUREIN MAE POSADAS BARLAN

ADMIN ASSISTANT/RECEPTIONIST

Location: Union, Dubai

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Objective

Professional with great sales (direct) and customer service experience at all levels. Demonstrated in the past strong competence to perform well under work pressure and meet task deadlines with strong skills in prioritizing job responsibilities and maintaining strict confidentiality of company records. Also, self-motivated, quick learner, always willing to take additional responsibilities and challenges at work. Proficient with MS office.

Qualifications:

- Excellent and confident communication skills (oral and verbal).
- Process coordination skills that help in the development of healthy work culture within the organization.
- Detail-oriented, efficient, and organized professional with extensive experience in Secretarial and customer service.
- Possess strong analytical and problem-solving skills, with the ability to make thought out decisions.
- Proven multitasking skills with the ability to work under pressure on minimal supervision and resourceful in the completion of projects.
- Possess good reasoning skills and ability to solve problems effectively.

Work experience

RECEPTIONIST/ACTING TEAM LEADER

Hatta Resorts

Dubai Holding

Year: November 2022 – June 2023



- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Inform customers about payment methods and verify their credit card data.
- Register guests collecting necessary information (like contact details and exact dates of their stay).

- Welcome guests upon their arrival and assign rooms.
- Provide information about our hotel, available rooms, rates, and amenities.
- Respond to clients' complaints in a timely and professional manner.
- Lease with our housekeeping staff to ensure all rooms are clean, tidy, and fully furnished to accommodate guests needs.
- Confirm group reservations and arrange personalized services for VIP customers and event attendees, like wedding guests.
- Upsell additional facilities and services, when appropriate.
- Supervising another receptionist if needed.

RESERVATION AGENT

Premier Inn – Dubai Investment Park

Year: May 2022 – November 2022



- Assisting clients with planning and making reservations.
- Process payments and send reservation confirmation to the clients.
- Communicating with Front desk to confirm the reservation.
- Explaining to the clients about services and company offers.
- Answering the clients' questions and complaints.
- Providing excellent customer services and customer satisfaction.
- Checking the availability of accommodation or transportation on the customers' desired travel dates.
- Making direct reservations for customers based on their various requirements and budgetary allowances.
- Encoding travel agents online booking in the Opera.

RECEPTIONIST

Hatta Resorts

Year: September 2021 – April 2022



RECEPTIONIST

New Moscow Hotel

Byblos Hospitality Group

Year: September 2017 – August 2021



RECEPTIONIST

Number One Tower Suites, Dubai

Year: 2015 – 2017



Educational Background:

Laguna State Polytechnic University

Los Banos Campus

Los Banos, Laguna, Philippines

Bachelor of Science in Hotel and Restaurant Management (2011-2015)

Flaurein Mae P. Barlan
Applicant