

Zabar lazhar

Guest service

Dubai

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Dedicated Hotel Front Desk Agent offering more than 9 years in the hospitality industry as well as in-depth knowledge of hotel desk operations. Consistently delivers first-rate service and fosters positive relationships with guests to promote customer satisfaction and loyalty. Tech-savvy, highly accurate, and efficient in data entry and general operations.

Willing to relocate: Anywhere

Work Experience

Night Auditor

Crystal Plaza Hotel - Sharjah

December 2021 to June 2023

- Keeping hotel financial records in order.
- Processing invoices, transactions, room charges, refunds, etc.
- Preparing and distributing employee checks.
- Verifying that all accounts are balanced and supported by documentation.
- Checking guests in and out of the hotel.
- Responding to guests' needs, requests, and complaints.
- Answering the phone and making reservations.
- Summarizing each night's operations and listing any follow-up tasks for management.
- Following End of Day procedures.

Guest Service Agent

Citadines Cultural Village Dubai - Dubai

June 2021 to December 2021

- Greeting guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Providing front desk services to guests.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Processing guest payments.
- Coordinating with bell service and staff management.
- Being a source of information to guests on various matters such as transport and restaurant advice.
- Processing meal and beverage requests.
- Accommodating general and unique requests.
- Diffusing conflict or tense situations with guests.

Facilities Manager

FADERCO LCC - setif

March 2015 to March 2021

Responsible of accommodation's

Private company of mill SPA FADERCO Location: Algeria, Setif Company Industry:

Industrial Function: responsible for general business

January 2015 - to this day

Making bookings with travel agencies, hotels, executives, employees on the basis of schedules and mission programs, ensures the delivery to the interested parties within the deadline

Keep up-to-date the order and ticket registers, carry out the relevant classifications to preserve the traceability

Provides prospecting for suppliers and service providers, analyzes offers in order to give the company the maximum benefit offered

Ensures and takes charge of all external company / environment actions, in particular those in relation to local authorities

Handles orders and sucks invoices for general means

Checks the expressions of purchase needs of the different structures

Scheduling invoices

Chief receptionist

To private hotel Location: Algeria, Setif Company Industry: Administration Job Role:

Administration January 2014 -January 2015 -

Accommodate customers - Manage the filling of the establishment - Facilitates the progress of the stay of the customers - Ensures the demands of various services, and casts the regulations from the customers. - manages a team of receptionists and night auditors, where he defines the schedule and coordinates the work, with a constant concern to serve the client. - Responsible for the planning of reservations, manages the relations with travel agencies and reservation centers, - seeks to make its establishment known to the professionals of tourism and develops the special operations of reception of group.

Chief receptionist

To private hotel Location: Algeria, Setif Company Industry: Administration Job Role:

Administration January 2010 -October 2013 -

Accommodate customers - Manage the filling of the establishment - Facilitates the progress of the stay of the customers - Ensures the demands of various services, and casts the regulations from the customers. - manages a team of receptionists and night auditors, where he defines the schedule and coordinates the work, with a constant concern to serve the client. - Responsible for the planning of reservations, manages the relations with travel agencies and reservation centers, - seeks to make its establishment known to the professionals of tourism and develops the special operations of reception of group.

Receptionist

To private hotel Location: Algeria, Setif Company Industry: Hospitality / Tourism /

Duty Manager

Eurl FERDI Messaoud hôtel 3* - Setif

December 2011 to October 2014

- Direct, oversee, and manage daily operations for our organization

- Uphold and enforce company policies and procedures and implement new processes
- Suggest changes to operating standards in order to improve the efficiency of work
- Set departmental goals and create plans of action for achieving them
- Work with the HR department to resolve employee issues and complaints
- Help foster a positive working environment for all workers and check in regularly to ensure employee satisfaction
- Maintain an efficient, organized workspace that encourages productivity at all times
- Complete daily operational tasks in a timely manner
- Perform general office duties as needed (sending/answering emails, phone calls, filing/electronically inputting forms, etc.)
- Build and maintain positive client and customer relationships
- Set-up and attend company meetings as required
- Train new hires in company processes and procedures
- Organize and distribute schedules and assignments
- Assist with budget creation
- Maintain open lines of communication between all departments

Education

Diploma in Dental hygiene

private dental school - Setif

September 2005 to June 2007

High school diploma or GED

Skills

- microsoft office / hotix / hope (7 years)
- Communication
- Compétences en leadership
- Opérations
- Gestion du personnel
- Résolution de problèmes
- Gestion de projets
- Gestion des ventes

Languages

- Français - Niveau expert
- Arrabic - Expert
- English - Intermediate