

ADEBUKOLA O. LAWSON

Front Office Receptionist

A hardworking and quick individual seeking Front Office Receptionist / Customer Service Experience with 3 years + offering exceptional energetic and optimistic customers service representative professional experience assisting customers in solving complex issues or challenges

CONTACT

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+971509074493

Al Nahda 1, Dubai, UAE

SKILLS

- Customer service satisfaction
- Ability to work under pressure
- Multitasking
- Anger management
- Conflict resolution
- Problem-Solving Computer Literacy
- Strong Communication

CERTIFICATION

- Certification of Front Desk Module Hotelogix
- Certification of Guest Service Module Hotelogix
- Certification of Qatar Host
- Certification Of Outstanding Contribution During Expo 2020 Dubai

WORK EXPERIENCE

FRONT OFFICE RECEPTIONIST

Living Adventure Global Sport Event 2022

- Prepare for daily arrivals in terms of room allocation, check traces for any special requests of guests.
- Update and check guest information into the computer after a complete check in Provide friendly smooth courteous service to guest and respond promptly to all requests and inquiries at all time.
- Resolve guests complaints/ requests and liaise with the department concerned to ensure immediately follow up, report it immediately to supervisors.
- File daily reception report and documents systematically.

CUSTOMER SERVICE / SALES

TVG (Official Retail Store of Expo 2020 in DUBAI

- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management
- Serves customers by selling products and meeting customer needs
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits;
- Team up with co-workers to ensure proper customer service

BEAUTY ADVISOR / CUSTOMER SERVICE

Inglot(Apparel) DUBAI

- Cross-selling beauty products, when appropriate (e.g. serums, body lotions and hair care products)
- Demonstrating proper use of makeup and skin care products
- Identify customer needs and recommend cosmetics and skin care products based on their preferences
- Ensure proper presentation of products on shelves

EDUCATION

Anglican, Girls Grammar School. Ogun State, Nigeria

Senior Secondary

Lagos City Computer College----Diploma Computer Science

Olabisi Onabanjo University, Ago Iwoye

REFERENCES

Available on request