



JESSICA ZAFE



+971566797956



jica809@gmail.com

EDUCATION

Bachelor of Science in Hotel & Restaurant Management

- World Citi Colleges, June 2017

High School Diploma

- DAZSMA, March 2013

EXPERTISE

- Customer Service Skills
- Negotiation
- Critical Thinking
- Communication Skills
- Multitasking
- Operational Knowledge

LANGUAGE

- English
- Tagalog

PROFILE

My career objectives are twofold. It is my goal to deliver my duties to the fullest satisfaction of all members, using my skills with customer service. Finally, as my long term objective, I would like to continue working for the betterment of the company, taking on new responsibilities until I can serve as part of the management

WORK EXPERIENCE

Novotel & Adagio Al Bustan, Abu Dhabi 2023 - Present

Guest Service Agent

Ramada Corniche, Abu Dhabi 2021-2022

Guest Service Agent

Capital Centre Arjaan by Rotana, Abu Dhabi 2017-2021

Room Attendant / Housekeeping Coordinator

ROLES AND RESPONSIBILITIES

- Welcoming guests as they arrive and checking them into their rooms
- Answering phone calls and responding to guest inquiries
- Handling guest complaints and resolving issues in a timely and professional manner
- Processing payments and maintaining accurate guest records
- Assisting guests with luggage and other requests
- Coordinating with housekeeping and maintenance staff to ensure guest rooms are clean and functioning properly
- Maintaining a clean and organized front desk area
- Providing information about hotel amenities, local attractions, and restaurants
- Upselling hotel services and amenities to guests
- Ensuring guest satisfaction throughout their stay

REFERENCES

Javed Ali

Fairmont Dubai / Duty Manager

Phone: +971555 98711

Email: Javed.ali8658@gmail.com

Hicham Lali

Novotel and Adagio Al Bustan / Duty Manager

Email: hicham.lali@accor.com