

# TOM JAMES

## Telephone Operator

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Dubai UAE



## SUMMARY

Customer-centric and detail-focused Telephone Operator with 6+ years of experience in handling guest calls, requests, and concerns in hotel settings. Proficient in operating telephone switchboards, managing guest messages, and ensuring guest satisfaction. Skilled in Avaya, CMS, and Microsoft Office. Successfully resolved guest issues and inquiries, resulting in improved customer satisfaction levels. Seeking a Telephone Operator position to contribute my expertise in communication and guest service at a reputable organization.

## EXPERIENCE

06/2023 - 05/2024

Cochin Country: India

### Telephone Operator

#### Hotel Le Maritime

- Answered incoming calls, navigated multi-line system, and routed calls appropriately, ensuring prompt and efficient service.
- Provided detailed information on hotel services, hours, and directions, improving guest experience.
- Accurately recorded messages, efficiently handled emergency calls, and conducted minor maintenance on the telephone system.
- Assisted with directory assistance and internet access issues, directing technical problems to appropriate support.
- Dispatched bell and valet staff as needed, enhancing guest convenience.
- Monitored and managed call traffic, minimizing wait times and optimizing caller experience.
- Followed up with guests to ensure satisfaction, resolving any issues promptly.
- Enhanced customer satisfaction ratings by 20% by implementing strategic enhancements to call handling procedures.

12/2021 - 01/2023

Desert Resort (Mariott)

### Telephone Operator

#### St Regis Saadiyat Island Resort/Al Wathba Luxury Collection Desert Resort (Mariott)

- Served as both an agent at your service desk and a Butler Service Desk Agent
- Answers incoming calls
- PBX or switchboard is used to route calls to departments, staff, and guest rooms
- Makes incoming calls
- Records every request for a wake-up call and provides wake-up call services
- Find the names and room numbers of departing, arriving, and in-house guests
- Proficient in the creation, editing, delivery, and deletion of messages
- Respond to all calls following the guidelines set by the Telephone & Verbiage Foundation of Excellence.

02/2021 - 11/2021

City: Dubai

### Room attendant

#### Hilton Al Habtoor City

- Attend to guest requests such as, but not limited to, extra beds, baby cots and shoes sent for shining
- Confirm that the extra bed is properly prepared before it is delivered to the guest room, complete with amenities for a third person.
- Inform Coordinator of the number of that particular extra bed immediately for tracking purpose
- Review the assignment sheet, update the completed tasks, and ensure the security of any assigned keys and walkie-talkies.

## EXPERIENCE

07/2017 - 12/2020

Kottayam

- Guest Service Agent  
**Excalibur Hotels and Resort**
  - City: Kottayam | Country: India
  - Greeting and welcoming guests upon arrival
  - Assisting guests with check-in, checkout, and any other requests
  - Answering phone calls and responding to emails

## SKILLS

|                                    |                              |  |                  |
|------------------------------------|------------------------------|--|------------------|
| Avaya Call Management System (CMS) |                              | Guest Experience Platform (Marriott GXP) |                  |
| Property Management System         | Strong Customer Service      | Technical Support                        | Multitasking     |
| Problem-Solving Skills             | Hotel Operating system Opera | Data Entry                               | Microsoft Office |

## EDUCATION

06/2013 - 04/2017

City: Mangalore

- Bachelor of Hotel Management  
**Moti Mahal College of Hotel Management**
  - Country: India | Level in EQF: EQF level 2

## LANGUAGES

English  
Proficient

Hindi  
Advanced