



ANOUAR AQACHMAR

PROFILE

Name: Anouar Aqachmar
Age: 26 years old
DOB: 21st August 1995
Nationality: Moroccan
Religion: Muslim
Civil Status: Single

HOW TO REACH ME

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Abu Dhabi (UAE)

SKILLS

- STRONG WORK ETHIC
- HANDLING PRESSURE
- FAST LEARNER
- TEAM WORK
- COMMUNICATION
- CUSTOMER CARE
- UP SELLING
- NEGOTIATION

LANGUAGES

- ARABIC
NATIVE OR BILINGUAL PROFICIENCY
- ENGLISH
FULL PROFESSIONAL PROFICIENCY

CAREER SUMMARY

DEDICATED CUSTOMER SERVICE PROFESSIONAL WITH 5 YEARS, EXPERIENCE IN A FAST-PACED ENVIRONMENT SEEKING AN OPPORTUNITY IN A TEAM-ORIENTATED COMPANY. ADEPT AT HANDLING A WIDE RANGE OF CONTACT METHODS WHILE ACCURATELY DOCUMENTING CUSTOMER ISSUES AND PROVIDING FIRST CLASS SERVICE WITH EVERY INTERACTION. TRACK RECORD OF QUICKLY ACQUIRING COMPETENCY IN ALL PRODUCTS AND TRANSACTIONS WHILE READILY AND POSITIVELY ADAPTING TO CHANGE.

EDUCATION

- TRIPOLI, SIDI-ABULTIF SCHOOL.
BACCALAUREATE SECONDARY
EDUCATION 2013
- RABAT, DUBAI SCHOOL
HOSPITALITY EDUCATION
2014

WORK EXPERIENCE

- FOUR SEASONS HOTEL ABU DHABI AT AL
MARYAH ISLAND
FRONT DEST AGENT. 2022 - PRESENT

HANDLES ALL GUEST INTERACTIONS WITH THE HIGHEST LEVEL OF HOSPITALITY AND PROFESSIONALISM, ACCOMMODATING SPECIAL REQUESTS WHENEVER POSSIBLE. RESOLVES CUSTOMER COMPLAINTS, ASSIST CUSTOMERS IN ALL INQUIRIES IN CONNECTION WITH HOTEL SERVICES, HOURS OF OPERATIONS, KEY HOTEL PERSONNEL IN-HOUSE EVENTS, DIRECTIONS, ETC. RESPONDS TO ALL GUEST REQUESTS IN AN ACCURATE AND TIMELY MANNER MAKING RECOMMENDATIONS BASED ON LOCAL KNOWLEDGE AND HOTEL PRACTICES. CHECKS IN GUEST IN AN EFFICIENT AND FRIENDLY MANNER, USING GUEST NAME WHENEVER POSSIBLE. ASSURES THAT GUEST IS ASSIGNED TYPE OF ROOM REQUESTED AND THE CORRECT RATE IS CHARGED. ARRANGES FOR LUGGAGE TO BE DELIVERED TO GUEST ROOM. ISSUES CORRECT KEYS TO THE GUEST. CHECKS OUT GUEST AT END OF STAY. ASCERTAINS GUEST SATISFACTION, COLLECTS KEYS, POSTS LATE CHARGES AND PRESENTS BILL TO GUEST. SETTLES BILL ACCURATELY THROUGH CREDIT CARD OR CASH TRANSACTION. MAINTAINS A BALANCED BANK ASSIGNED BY THE HOTEL. MAKES CHANGE, CASHES CHECKS, AND EXCHANGES FOREIGN CURRENCY. RECONCILES ALL TRANSACTIONS AT THE CLOSE OF EACH SHIFT.

TECHNICAL

- COMPUTER LITERATE PARTICULARLY MS OFFICE (WORD, POWER POINT, OUTLOOK, EXCEL)
- OPERA KNOWLEDGE (EMPOWER GUEST EXPERIENCE)
- KNOWLEDGE (GXP)
- MARSHA SYSTEM KNOWLEDGE (BASICS)
- SWITCHBOARD SYSTEM KNOWLEDGE
- KNOWLEDGE IN INSTA SYSTEM A HOSPITAL MANAGEMENT SOFTWARE
- AVAYA TELECOMMUNICATION SOFTWARE SYSTEM

HIGHLIGHTS

- SKILLS WITH TELEPHONE INQUIRIES
- MULTI - TASKER
- ORGANIZED AND ABLE TO PRIORITIZE
- EXCELS AT CONFLICT RESOLUTION KNOWLEDGEABLE AND FRIENDLY
- TIME MANAGEMENT ABILITY
- SELF-STARTER
- PROFICIENT PEOPLE PERSON

INTERNSHIP

- GOVERNMENT RELATIONS OFFICER (2019)
- SALES & MARKETING (2019)
- RESTAURANT SERVICE (2014)

REFERENCES

- UPON REQUEST

- **Emirates Hospital and clinics Abu Dhabi
2020 - Patient Care Coordinator**

Respond to customer's emails and handle inbound calls, provide product and service information to customers, Research required information using available resources, identify, and resolve customer complaints using applicable software and process orders, forms, and application. Route calls to appropriate resources, document all call information according to standard operating procedures. Recognize, document, and alert the management team of trends in customer calls and Follow up customer calls where necessary, up-sell products and services and complete call logs and reports, Assist the team with goal setting, Maintain patient confidentiality. Patient screening, scheduling and confirming appointments of patients, communicate with nurses and physicians, coordinate with insurance carries, and help with data collection.

- **MARRIOTT HOTEL AL FORSAN (SENIOR GUEST SERVICE AGENT)
ABU DHABI 2017- 2020**

SERVE AS THE MAIN POINT OF CONTACT FOR ALL GUEST REQUESTS AND NEEDS, INCLUDING ANSWERING CALLS, DISPATCHING REQUESTS AND FOLLOWING UP TO ENSURE SATISFACTION WITH RESULT. ENSURE HANDLING ALL GUEST REQUESTS AS WELL AS TAKING GUEST ORDER. SUPERVISE AND ENSURE THE CID DATA ENTRY HAS BEEN PROPERLY ENTERED TO CID SYSTEM AS PER COUNTY/COMPANY POLICY. PROVIDING DOCUMENTATION NEEDED FROM GUESTS AS A REQUIREMENT BY THE GOVERNMENT.

- **CLEVELAND CLINIC ABU DHABI FASCCO
CATRING SERVICE(CAREGIVER) 2016 -
2017**

ASSISTING WITH PERSONAL CARE, BASIC FOOD PREPARATION

- **SOFITEL LUXURY HOTELS RABAT (WAITER)
2014**

PROVIDING EXCELLENT WAIT SERVICE TO ENSURE SATISFACTION. TAKING CUSTOMER ORDERS AND DELIVERING FOOD AND BEVERAGES