



Khalid El Hihi

Guest Service Agent

Date of Birthday: 02/08/1990

📍 Warwick Accommodation , Villa 23 ,
Doha Qatar.

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Cabin crew, Tourism and Maritime Diploma

IFAERO Agadir, Morocco

2014 - 2016

University Degree in English Studies

University IBNO ZOHR, AGADIR MORROCO

2012 – 2014

Diploma Basic Studies English Department

University IBNO ZOHR, AGADIR MORROCO

2010 – 2012

Bachelor in Art and Sciences Human

2009 – 2010

✓ English : Fluent

✓ French: Fluent

✓ Spanish: Basic

✓ Arabic : Native

Driving License:

Bahraini&Moroccan

PROFIL

Detailed-oriented night auditor with proficiencies in report generation and data analysis. Experience in providing friendly and professional customer service to all guests. Adept at multitasking hotel accounting and bookkeeping processes and front desk duties.

EXPERIENCE PROFESSIONNELLE

Warwick Doha Hotel |Front Office Teamleader
May. 2021 To Present.

- Handle all aspects of the hotel front desk during overnight hours, including answering the telephone and emails, greeting new visitors, and assisting in-house guests with check-outs and other needs
- Create reports detailing the number of occupied and vacant rooms and daily revenue totals to give to management, housekeeping, and accounting

Ghaya Grand Hotel Dubai |Front Office Associate
April. 2019 - April. 2021

- Checked in and out hotel guests in a confident, professional and friendly manner.
- Provided assistance during guest registration and departure
- Assisted guests with questions and billing issues.
- Answered phone calls promptly and knowledgeably, ensuring complete and accurate information.

Fraser Suites Seef Bahrain |Customer Relation Executive & Night Auditor

February. 2017 - March 2019

- Checked in and out hotel guests in a confident, professional and friendly manner.
- Answered telephone calls and email inquiries.

COMPETENCES

Hotel computer systems

Opera Software

Maintains Professional Demeanor

Customer service

Time Management Ability

Knowledgeable & Friendly.

