



Alice Karimi

GUEST RELATIONS EXECUTIVE

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📍 Manama, Bahrain

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Summary

Dynamic and customer-focused hospitality professional with extensive experience as a hostess, waitress, and sales associate across high-end establishments in Africa and the GCC. Proven ability to deliver exceptional guest experiences through warm hospitality, strong communication skills, and a deep understanding of front-of-house operations. Skilled in managing guest flow, handling reservations, promoting menu items and promotions, and supporting sales initiatives with a confident and service-driven approach. Adept at working in fast-paced, multicultural environments with professionalism and attention to detail. Committed to upholding brand standards and creating positive, memorable experiences for every guest.

Experience

Guest Relations Executive, Jumeirah Gulf of Bahrain Resort and Spa (Pre-Opening), Manama, Bahrain

Oct 2022 — Current

- Greeted guests warmly upon arrival and created a welcoming first impression that reflected the luxury brand standards of the resort.
- Managed restaurant reservations through digital systems and walk-in traffic while minimizing guest wait times and ensuring proper seating flow.
- Coordinated with the service and culinary teams to maintain seamless guest transitions and uphold timely service.
- Escorted guests to their tables with professional etiquette and provided menus and initial service information.
- Handled guest inquiries, requests, and concerns efficiently while maintaining discretion and a calm demeanor.
- Supported VIP guest handling and ensured special preferences and table arrangements were noted and prepared in advance.
- Maintained cleanliness and presentation of the reception and lobby area in accordance with resort aesthetics.
- Assisted in training new hostess team members and participated in pre-shift briefings to align with daily service goals.
- Promoted the resort's offerings including events, dining experiences, and loyalty programs when appropriate.
- Followed safety and hygiene protocols as per resort and local regulations.

Hostess, Crowne Plaza Hotel, Manama, Bahrain

Feb 2020 — Sep 2022

- Greeted and welcomed guests with a friendly and professional demeanor, creating a positive first impression aligned with IHG brand standards.
- Managed reservations and seating arrangements efficiently using both manual and digital systems to reduce wait times and optimize table turnover.
- Collaborated closely with the service and culinary teams to coordinate seating and maintain smooth guest flow during high-volume periods.
- Handled guest inquiries, requests, and complaints with discretion, providing timely solutions and ensuring satisfaction.
- Maintained the cleanliness and presentation of the reception, lobby, and dining entrance areas at all times.
- Promoted in-house dining offers, theme nights, and special events to enhance the guest experience and drive repeat business.
- Assisted in training new hostesses and participated in daily briefings to align with operational goals and service updates.
- Ensured compliance with food safety, hygiene, and COVID-19 protocols as required by local and hotel standards.

Hostess, Alshallal Restaurant and Cafe, Manama, Bahrain

Sep 2018 — Jan 2020

- Greeted guests warmly upon arrival and managed efficient seating to optimize table turnover and guest satisfaction.
- Maintained accurate waitlists and reservation schedules using POS and booking systems to reduce wait times.
- Coordinated with serving staff and management to ensure smooth guest flow and exceptional service delivery.
- Handled guest inquiries, special requests, and complaints professionally, enhancing overall customer experience.
- Monitored dining areas for cleanliness and ambiance, ensuring adherence to brand standards and hygiene protocols.

Hostess, Sarova Stanley Hotel, Nairobi, Kenya

Jan 2015 — Dec 2017

- Welcomed local and international guests with warmth and professionalism, aligning with Sarova Hotels' hospitality standards.
- Managed daily restaurant and lounge reservations using guest management systems, including walk-ins and VIP guest scheduling.
- Coordinated table assignments and seating plans to optimize guest experience while maintaining service efficiency across breakfast, lunch, and dinner shifts.
- Communicated effectively with kitchen, service, and management teams to ensure smooth guest flow, even during high-occupancy periods.
- Provided accurate wait time estimates, handled guest inquiries courteously, and resolved complaints promptly to ensure guest satisfaction.

- Ensured the hostess desk, entrance areas, and menus reflected the hotel's five-star cleanliness and presentation standards at all times.
- Supported hosting and coordination of special events, banquets, corporate functions, and private dining setups.
- Trained and supervised junior hostesses and interns, reinforcing Sarova's commitment to excellence and service culture.
- Maintained familiarity with all F&B offerings, including themed nights, promotional menus, and dietary accommodations.

Waitress, Boma Hotel, Kenya

Jan 2010 — Dec 2014

- Greeted guests warmly, presented menus, and provided detailed information on food and beverage offerings
- Took accurate customer orders and coordinated with kitchen and bar staff to ensure timely service
- Delivered food and drinks professionally while ensuring guest satisfaction throughout their dining experience
- Handled billing and payments using POS systems, and managed cash and card transactions efficiently
- Maintained cleanliness and organization of dining areas, adhering to hotel hygiene and service standards

Education

Diploma of Education, Hospitality Food and Beverage, JODAN COLLEGE OF TECHNOLOGY

2009

Kenya Certificate of Secondary Education, Kinjo Girls' High School, Nairobi, Kenya

2008

Skills

Customer Service



POS System Operation



Cash handling and Payment Processing



Impression management



Knowledge of Special Events and Promotions



Menu Knowledge



Reservation Management



Conflict Resolution



Guest seating arrangements



Etiquette and Protocol



Computer Proficiency



Guest Reservation

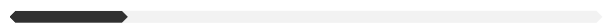


Languages

English



Arabic



Certifications and Licenses

- 2023 : Certificate of appreciation-Jumeirah Gulf of Bahrain Resort and Spa, 2023 :
- High field level 2 international award-Jumeirah Gulf of Bahrain Resort and Spa, 2022 :
- Nominated front of the house hero of the month food and beverage department-Crown Plaza Hotel, 2021
- Certificate of Achievement-Crowne Plaza Hotel Food Safety Certificate
- Certificate of Appreciation 2024
- Reservation Agent Cross Training 2025

References

Reference available upon request