

LOAI KHASHOQGI

CUSTOMER SERVICE

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MADINAH



SUMMARY

A passionate individual dedicated to their work, I strive to understand customer needs, respond to their inquiries, and solve their problems quickly and accurately. My goal is to build trust-based relationships with both employees and customers. I am a successful leader and manager, aiming to apply my expertise and skills to manage operations, enhance individual team members' abilities, and achieve sustainable growth.

EDUCATION

TAIBAH UNIVERSITY

2017 – 2020

Bachelor's degree in Arabic language.

SKILLS

- Using Opera Software
- Using maestro Software
- Using Microsoft Software
- VIP Customer service
- Computer Literacy
- Account Auditing
- Writing Skill
- Management Skill
- Strong Communication

CERTIFICATIONS

- English language skills course
- English language course (reading and comprehension)
- English language course (listening)
- Course in management basics
- Ministry of Tourism Excellence in Hotel Services
- Hotel operations management

LANGUAGES

- ARABIC: NATIVE
- ENGLISH: FLUENT

PROFESSIONAL EXPERIENCE

OPERATOR – Dar Al Taqwa Hotel

APRIL 2014 - JUNE 2014

- Handle all the inquiries, requests, and complaints of the guests

RECEPTIONIST– Dar Al Taqwa Hotel

JUNE 2014 - MARCH 2015

- Check guests in and out of rooms
- Collect payment for room charges and other fees
- Answer phones and direct calls to appropriate personnel

SHIFT LEADER – Dar Al Taqwa Hotel

MARCH 2015 - AUGUST 2017

- Ensuring that every aspect and detail of the shift runs smoothly.
- Resolve customer complaints and problems calmly and effectively.

FRONT OFFICE SUPERVISOR – Dar Al Taqwa Hotel

AUGUST 2017 - JANUARY 2019

- Notify management of any serious issues that you cannot resolve.
- Resolve customer complaints and problems calmly and effectively.
- Support and Track employees' performance.

DUTY MANAGER – Dar Al Taqwa Hotel

JANUARY 2019 - JANUARY 2023

- Responsible for the daily operations of the hotel and manage all services to be high quality.
- Resolves any problem a guest may face during his stay in the hotel and manage it.
- Performs all duties applicable to the night shift ensuring all report includes income and expenses for the day.

GUEST RELATION MANGER – Dar Al Taqwa Hotel

JANUARY 2023 - FEBRUARY 2024

- Greeting VIP guests and serve them as well as handling what they need during their stay.
- Empathizing the disturbed guest and help them with resolve all problems they have faced.

ASSISTANT FRONT OFFICE MANAGER– Dar Al Taqwa Hotel

FEBRUARY 2024 - PRESENT

- Handle daily operations to run smoothly and ensure all instructions standards are followed.
- Assist in opening and closing of shifts and update shift schedules.
- Manage day to day operations and be attention to all specific details to support front office team when they need.