



Asma Rafiq

Receptionist

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Languages

English (Fluent)

French (Basic)

Arabic (Native)

About

I have extensive experience in customer service and retail, excelling at client interactions, issue resolution, and maintaining cleanliness. I'm adaptable, quick to learn new tasks, and committed to ensuring seamless operations in dynamic retail environments.

BRANDS WORKED WITH

ST. James Facilities

MONTCALM EAST HOTEL,

TeamMember City of London

TUI Group

Experience

● corporate Receptionist

ST. James Facilities | Feb 2023 - Now

- Meet & greet all visitors in a competent, friendly and supportive manner and enter their details into blue point before announcing their arrival to the appropriate contact.
- Answer all calls and emails and deal with visitors/tenants queries.
- Provide best customer service to internal and external clients/visitors and tenants.
- Overseeing deliveries and logging in and out the packages.
- Overseeing the safe-keeping of the building's keys to allow access for maintenance and repairs when necessary.
- Acting as a first point of contact for queries and complaints.
- Liaising with housekeeping, cleaning and groundskeeping staff to ensure that safety and cleanliness standards are maintained.

● Receptionist

MONTCALM EAST HOTEL, | Jan 2022 - Aug 2022

- Deal with enquiries and room reservations made on the telephone, online or by email.
- Keep accurate records of which guests have arrived at, or left, the hotel and make sure that any necessary information goes to the housekeeping, restaurant, maintenance, and management departments.
- Provide guests with information about local attractions and places of interest and also provide additional services for the convenience of guests, such as ordering newspapers or taxis, storing valuables and taking messages.
- Prepare the customer's account when they leave the hotel and put together the cost of additional items such as drinks, telephone calls, and include them in the final bill. Take payment from the customer in cash, or by credit/debit card.

● Pret A Manger

TeamMember City of London | Sep 2021 - Jan 2022

- Learned all required tasks quickly to maximize performance.
- Contributed to team success by completing jobs quickly and accurately.
- Resolved issues quickly to maintain productivity goals.
- Sought out ways to go above and beyond job requirements.
- Consistently achieved 100% customer satisfaction on mystery shopper surveys.
- Kept all serving areas spotlessly clean for optimal hygiene levels and consistent customer satisfaction.
- Maintained outstanding levels of politeness for professional, personable customer service



● Travel Agent

TUI Group | Apr 2019 - May 2021

- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Discussed security issues and protocols with individuals traveling to

highly insecure areas in the Middle East and Africa.

- Arranged travel accommodation for groups, couples, executives and special needs clients.
- Developed a loyal clientele base due to excellent listening and research skills and a keen understanding of travel budgets.
- Responded to clients' questions, issues and complaints in a timely manner, and found appropriate solutions when needed.

Education & Training

2017

● **Ibn Zohr University**

Degree in economics and management,