AL MUTHANA AL KHELAIWI

ADMINISTRATION & SALES

CONTACT

+966535772268

Muthana2268@gmail.com

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AlQassim

SKILLS

Microsoft office programs

Opera Software

Fast Learner

Adaptive

EDUCATION

Higher Diploma

International Aviation Technical Collage at Riyadh

2017-2020

Aircraft Maintenance Engineering

LANGUAGES

Arabic

English

PROFILE

Experienced administrator and accomplished salesperson, proficient in enhancing office efficiency and driving sales growth. Adept at client relationship management, problem-solving, and achieving targets. Committed to delivering excellence in both administration and sales roles.

WORK EXPERIENCE

Receptionist

Boudl Hotels — 2023

- Greet and assist guests upon arrival, ensuring a positive first impression.
- Manage check-ins and check-outs efficiently.
- Answer and direct phone calls, providing information about the hotel's services.
- Handle reservations, cancellations, and modifications.
- Address guest inquiries and concerns with courtesy and professionalism.
- Coordinate with other hotel departments to meet guest needs.
- Manage the lobby area, ensuring cleanliness and a welcoming atmosphere.
- Process payments and provide accurate receipts.
- Assist with concierge services, including recommending local attractions and dining options.
- Maintain accurate records of guest information and preferences.

Restaurant Manager

Solo Restaurant — 2021 - 2023

- Oversee daily restaurant operations to ensure smooth and efficient service.
- Schedule staff, manage shifts, and coordinate team activities.
- Monitor inventory levels and place orders for supplies.
- Train and supervise staff to uphold service standards.
- Handle customer complaints and feedback, ensuring prompt resolution.
- Implement and enforce health and safety regulations.
- Develop and update menus, considering market trends and customer preferences.
- Manage budgetary aspects, including cost control and pricing strategies.
- Conduct regular performance evaluations for staff.
- Collaborate with chefs and kitchen staff to maintain food quality and consistency.

Training

- Cambridge English (PET)
- Microsoft Excel & Word
- First Aid