Lina Haddad

Front Office Manager

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PROFESSIONAL SUMMARY

Front office manager with nine years in four and five star hotels in Dubai. Leads a team of 22 across reception, concierge and reservations. Warm with guests, steady in busy periods and focused on training the team to handle complaints well.

HIGHLIGHTS

- Guest satisfaction 86 to 93 percent. Check-in score in 14 months.
- Escalations cut by about a third. One-page complaint guide for the team.
- 22 staff led. Three shifts and overtime within budget.

PROFESSIONAL EXPERIENCE

Front Office Manager *2020 to Present*
Sample Beach Resort | Dubai

- Lead 22 front office staff across reception, concierge and reservations on three shifts.
- Improved the check-in satisfaction score from 86 to 93 percent in 14 months.
- Built a one-page complaint guide that cut escalations to the general manager by about a third.
- Plan rotas for peak season and keep overtime within the agreed budget.

Assistant Front Office Manager *2016 to 2020*
Sample City Hotel | Dubai

- Ran daily arrivals briefings and VIP preparation for up to 40 arrivals a day.
- Trained 15 new agents on the property management system and check-in standards.
- Increased room upgrade sales at check-in by 18 percent over two years.

Guest Service Agent *2013 to 2016*
Sample Business Hotel | Sharjah

- Handled check-in, check-out and billing queries for a 180-room hotel.
- Received guest compliments in writing on 30 occasions in two years.
- Trained two new colleagues on the billing system and shared a one-page quick guide.

EDUCATION

BA Hospitality Management, Example University, Sharjah, 2013

KEY SKILLS

Guest relations | Team leadership | Opera PMS | Reservations | Complaint handling | Rota planning | Upselling | Training | VIP arrivals | Revenue awareness

LANGUAGES

Arabic (Native); English (Fluent); French (Conversational)

CERTIFICATIONS

Hospitality Supervisory Certificate (sample)

First Aid at Work (sample)

PERSONAL DETAILS

Nationality: Lebanese

Visa status: Employment visa, transferable

Notice period: 30 days

Location: Dubai, UAE

Sample, not a real person