

SOUAD BELBAKHTAOUI

RECEPTION AND RESERVATION MANAGER |

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Summary

Results-driven and customer-focused Restaurant and Hospitality Manager with a proven track record in overseeing the seamless operations of dining establishments while prioritizing an exceptional hospitality experience. Proficient in assisting guests with reservations, valuables, and baggage. Easily adaptable to high-pressure, dynamic situations. Adept at leading diverse teams, optimizing efficiency, and elevating service standards. Known for implementing effective cost-control measures without compromising service quality. Strong financial acumen, strategic planning, and a commitment to creating a welcoming atmosphere for patrons. Ready to leverage a comprehensive skill set to drive operational excellence and deliver memorable experiences in the hospitality industry.

Experience

RECEPTION AND RESERVATION MANAGER: January 2024-present .

BISOU AND ALBA RESTAURANTS DUBAI OPERA, DUBAI (PREOPENNING).

- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Make schedule for reception team every week.
- Organize special events in both venues .
- Program and prepare proper training for team and new joiner as well.
- Solve problems and guests complain. Make sure to satisfied all of them.

RECEPTION MANAGER : September 2023 -January 2024

FFI GROUP (CLAY) BLUEWATERS, DUBAI

- Took reservations and to-go orders by phone, answered customer questions, and informed of accurate wait times.
- Monitored front entrance for new guests while assisting servers by taking and delivering drink orders.
- Took information about guests' party size, led to seating, and offered menus.
- Supported servers, food runners, and bussers by keeping the dining area ready for every guest.
- Accommodated special seating requests for guests to enhance satisfaction.
- Worked with front-of-house staff to move tables and adjust seating to accommodate groups with special requests.

Head Hostess :April 2022-september 2023

FUNDAMENTAL HOSPITALITY (LA MAISON ANI), DUBAI, DUBAI Mall

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Hostess September 2021-April 2023

LADUREE, Dubai

- Warmly welcome and greeting to all customers upon arrival
- Answer reservation calls and ensures all customers will get their tables on time
- Coordinate between store manager, assistant store manager, and supervisor for a vacant table to organize customer seating
- Thank all customers for their visit upon leaving and ask them to come back again
- Maintain good relationships with colleagues
- Attend and participate in all training, meeting, and daily pre-shift schedule
- Ensure customer leave happy
- Ensure the section are clean and packed
- Maintain a positive attitude with a smart smile all the time

Hostess February 2021- August 2021

11 WOODFIRE, Dubai

- Monitored seating areas and checked restrooms regularly to keep them spotless.
- Answered customer questions about hours, seating, and menu information.
- Used cash registers and credit card machines to cash out customers.
- Answered phone calls to take orders, give information and document reservations.

Assigned patrons to tables suitable for needs and restaurant section rotation.

Education

High School Diploma in Hospitality –2018

Institute of Hospitality Training, Algiers, Algeria

Certifications

Front of House (FOH) Training | Front of House (FOH) Recruitment | Operations Management | Recruitment | Inventory Control and Record Keeping | Dynamic, Friendly Hostess | Hospitality Business Management | Passion for Customer Satisfaction | Employee Management

Skills & Expertise

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|-----------------------------------|-----------------------------------|
| • Leadership | • Employee Training |
| • Team Management | • Negotiations & Contracts |
| • Communication | • Policies & Procedures |
| • Problem Solving | • Selling Techniques & Strategies |
| • Guest Dispute Resolution | • Microsoft Office |
| • Hospitality Business Management | • Customer Service |
| • Staff Scheduling | • Time Management |
| • Operations Management | • OH&S Compliance Procedures |

Languages

Arabic: Native | **English:** Fluent | **French:** Advanced