FATHIMA AALIAH NADEEM

EXPERIENCED ALLROUNDER

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Profile Summary

Enthusiastic and customer-focused professional with over 5 years of experience in the hospitality and wellness industry, including roles as Front Office Receptionist, Waitress and Host, and Fitness & Spa Ambassador. Adept at delivering exceptional guest experiences, handling front desk operations, and maintaining high service standards in fast-paced environments. Known for strong communication skills, attention to detail, and a warm, welcoming attitude. Currently expanding skill set by pursuing studies in Ticketing and Reservation, with a keen interest in transitioning into the travel and tourism industry.

Work Experience

Front Office Receptionist
Hilton Garden Inn, Dubia   **Oct 2019 - Jun 2020**

- Welcome guests, check guests in and out of the hotel, deal with guest queries, provide prompt information. Helping with administrative tasks at the front desk.
- Highly organized, excellent multitasker, and very comfortable working with a variety of people.
- Solid working knowledge of all office functions, including how to use the printers, phones, and other machines, and possess all necessary computer skills.
- Process payments, prepare invoices, and maintain accurate billing records in line with company policies and procedures.
- Coordinate with housekeeping, maintenance, and other departments to ensure guest requests and room readiness are met efficiently.
- Maintain a neat, organized, and professional front desk and reception area, ensuring it reflects the brand's image at all times.

Food & Beverage Hostess
Double Tree by Hilton Garden, Dubai   **Sep 2017 - Sep 2019**

- Greet guests warmly and courteously upon arrival, providing a positive first impression and ensuring guests feel valued and welcomed.
- Manage restaurant seating and table assignments efficiently to optimize flow and minimize wait times.
- Handle reservations, cancellations, and special requests using reservation software or manual logs.
- Maintain clear communication with kitchen and service teams to manage guest expectations and ensure smooth coordination during busy periods.
- Escort guests to their assigned tables and provide menus while informing them of daily specials or ongoing promotions.
- Monitor dining areas to ensure a pleasant atmosphere and respond promptly to guest inquiries or concerns.
- Maintain a tidy and presentable reception area at all times.

Front Office Cross Exposure
Double Tree by Hilton Garden, Dubai   **May 2019 - May 2019**

- Shadowed and supported front desk staff in daily operations including check-ins, check-outs, room assignments, and guest inquiries.
- Gained exposure to reservation management systems (PMS) and learned how to process bookings, cancellations, and room upgrades.
- Assisted with handling phone calls, emails, and in-person requests in a professional and courteous manner.

Front Office Receptionist
Bistro All Day Dining Restaurant - Courtyard by Marriott, Dubai   **Oct 2015 - Jan 2017**

- Welcome guests warmly upon arrival, manage reservations or waitlists, and escort them to their tables while ensuring a pleasant first impression.
- Accurately take food and beverage orders, communicate with kitchen and bar staff, and deliver items promptly while ensuring guest satisfaction throughout the meal.
- Guide guests through the menu, answer questions about ingredients or special requests, and make recommendations based on guest preferences.
- Keep dining areas clean and organized, reset tables efficiently between guests, and ensure a hygienic and welcoming environment.

Fitness and Spa Ambassador
The Ritz Carlton Hotel, Dubai   **Mar 2013 - Aug 2015**

- Greet all guests warmly and professionally upon arrival to the spa and fitness areas, offering tours and introducing available treatments, classes, and facilities.
- Promote spa treatments, fitness sessions, and wellness packages based on guest needs and preferences.
- Coordinate with spa therapists, fitness instructors, and front office staff to manage bookings and ensure smooth scheduling of appointments.
- Provide detailed information about spa services, wellness programs, and health club membership options.

Languages

- English
- Tamil
- Sinhala
- Hindi
- Malayalam

Certifications

- Accounts payroll Cross exposure training in Marriott Hotel
- Tally upgraded version
- MS-Office course good pass
- Certified CPR Trainer
- Certified Fire and bomb threat situation handler
- Certification on Food and hygiene Regulations
- Account storekeeper cross exposure training in courtyard by Marriott

Professional Qualification

- Ticketing and Reservation (IAAC Aviation College, 2025)
- Bachelors of ICM Accounts (2008)

Academic Qualification

- G.C.E Advanced Level Examination (Kanapathi Hindu college)
- G.C.E Ordinary Level Examination (Kanapathi Hindu college)

Key Competencies

- Exceptional Customer Service
- Verbal and Written Communication
- Guest Relations Management
- Conflict Resolution
- Multicultural Communication
- Hospitality Etiquette
- Spa & Fitness Facility Coordination
- Wellness Product Knowledge
- Food & Beverage Service
- Upselling Services and Promotions
- Attention to Detail
- Problem-Solving Skills
- Team Collaboration
- Time Management
- Positive and Professional Demeanor
- Front Desk Operations
- Reservation Management
- Check-in/Check-out Procedures

Personal Skills

- Communication Skills
- Problem-Solving Skills
- Organizational Skills
- Teamwork and Collaboration
- Adaptability and Flexibility
- Technical Skills
- Emotional Intelligence
- Attention to Detail
- Work Ethic
- Creativity and Innovation
- Cultural Competence
- Patience
- Empathy

References

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I hereby declare that all the information provided in this CV is true and correct to the best of my knowledge and belief