**Curriculum Vitae for Guest Relations Officer**

**Personal Information:**

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**Professional Experience:**

**Guest Relations Officer at Beautiful Coast Hotel, Kuala Lumpur, Malaysia (March 2019 - Present):**

* Greeting guests and providing information about the hotel and available services.
* Handling reservations, inquiries, and complaints.
* Organizing social and sports events for guests.
* Providing assistance and support to hotel guests during their stay.

**Assistant Hospitality Manager at Coastal Resort Malaysia, Langkawi, Malaysia (January 2017 - February 2019):**

* Organizing tourist trips and recreational activities for guests.
* Dealing with guest requests and ensuring their satisfaction with the provided services.
* Contributing to the improvement of hospitality services and ensuring quality and comfort for guests.

**Education:**

* Bachelor's degree in Hotel Management and Hospitality, National University of Malaysia.

**Skills:**

* Excellent communication skills in both English and Malay.
* Ability to interact with guests with tact and good manners.
* Excellent organizational and time management skills.
* Ability to work under pressure and in a dynamic environment.
* Deep knowledge of Malaysian culture and traditions.

**Additional Activities:**

* Member of a voluntary association for environmental conservation in Malaysia.
* Volunteer at a local animal shelter in Kuala Lumpur.