

EYAD JAFAR



Saudi



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Madina, Saudi Arabia

SUMMARY

Enthusiastic and service-oriented hospitality professional with a degree from the College of Tourism and Hotel in Madina, graduating with Second Honor status and a GPA of 4.3/5. Bringing hands-on experience in front desk and guest services roles across two reputable hotels, with a strong focus on delivering exceptional customer care, problem-solving, and creating memorable guest experiences. Known for a calm, friendly demeanor and the ability to adapt quickly in fast-paced environments—skills perfectly aligned with the demands of a cabin crew position. Passionate about travel, cultural connection, and ensuring the comfort and safety of every guest on board.

EDUCATION

COLLEGE OF TOURISM AND HOSPITALITY- MADINA

2017 - 2020

- Diploma - Travel and Tourism
- Graduated with Second Honors and a **GPA** of **4.3** out of **5**

CERTIFICATE

• Service Excellence

From Pullman Zamzam in 2023

• Hospitality Experience Program

From Glion institute (Managerial Level) in 2022

• Understanding and managing business

For 10 days (50 hours) in 2018.

• Human Resource Strategies

For 10 days(50 hours) in 2018.

LANGUAGES

- **Arabic** (Native)
- **English** (Full Professional Proficiency)
- **Spanish** (Beginner level)
certification from Busuu

EXPERIENCE

PULLMAN ZAMZAM HOTEL - (MADINA)

WOLCOMER & GUESTS SERVICES

2022 - 2023

- Performed front desk duties, including check-in/out, guest correspondence, and shift reports
- Provided personalized guest services such as transportation, luggage assistance, and special requests
- Assisted VIP guests and coordinated with other departments for seamless service
- Promoted hotel amenities and upsold services to enhance guest experience
- Acted as the first point of contact for guest issues, delivering prompt and courteous resolutions
- Handled concierge-style tasks, including booking tours, dining reservations, and event support
- Ensured all guests felt welcomed, valued, and well-informed during their stay

EMERALD HOTEL - (JEDDAH)

FRONT DESK

2021 - 2022

- Welcomed guests upon arrival and assisted with check-in and check-out processes
- Managed room reservations and cancellations using hotel booking systems
- Responded to guest inquiries and provided information about hotel amenities and local attractions
- Handled cash, credit card transactions, and maintained accurate billing records
- Monitored guest requests and coordinated with housekeeping and maintenance for prompt service
- Ensured a smooth front office operation by following shift procedures and completing handover notes