

NTEGE JAFFARY

DUBAI

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PERSONAL INFORMATION

Sex : Male
Religion : Muslim
Nationality : Ugandan
Height : 205cm/6.5ft
Driving license : 5years Validity

OBJECTIVES.

Am an individual who can thrive in a fast paced environment, possessing the ability and confidence to contribute to the smooth running of the company.

EXPO 2020 DUBAI

Position held; HOST (STM- SITE MANAGEMENT) (Till date)

Responsibilities;

- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Welcoming guests at all times.
- Explaining events timings, locations to guests.
- Explaining different types of tickets and their use.
- Responding to different types of emergencies and finding solutions to them.
- Explaining the use of different types of Apps and how they are used.
- Explaining different kinds of products to guests (EXPO products).
- Giving directions to guests.
- Allocating of colleagues with special work duties and issuing timely breaks.
- Managing briefings and making daily reports based on the activities of the day.

JUMEIRAH ETIHAD TOWERS ABU DHABI

Position held: CONCIERGE/ Guest Relations Agent (2017- 2019)

Received several counts of recognitions on tripadvisor for the great work done with various guests

Responsibilities

- Welcome guests during check-in and giving a fond farewell to guest while checkout.
- Giving various information on sites and attractions within the city.
- Managing booking for guests based on their requirement.
- Managing transportation for all kinds of guest as per their requirement.
- Providing information on activities within the hotel and suggesting them best alternative to take during their stay.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Should possess detailed information about the Hotel, city as well as the competition.
- Detailed information regarding arrivals and room requirements.
- Have up to date information on daily room occupancy
- Providing excellent customer service as per hotel standards.
- Greeting guests as they enter and exit the hotel

EASTERN MANGROOVES

Position held: Lobby Ambassador

Responsibilities

- Welcome guests during check-in and giving a fond farewell to guest while checkout.
- Handling guest complaints and concerns in an efficient and timely manner.
- Overseeing VIP guests, arrivals and departures.
- Coordinating and multi-tasking job duties in a busy environment.
- Should possess detailed information about the Hotel, city as well as the competition.

WORKING EXPERIENCE AND RESPONSIBILITIES

NOVOTEL HOTEL

Position held: SECURITY OFFICER

Responsibilities

- Safety of clients information
- Monitoring activities
- Ware house controller
- Monitoring CCTV
- Observing and reporting
- Allocating duty to other security guards
- Providing safety of people's properties
- Following up on unlawful activities
- Follow up on complaints

WORKING EXPERIENCE AND RESPONSIBILITIES

ENHAS UGANDA (CAA) UGANDA AIRPORT EBB

Position held: CONCIERGE (2012-2014)

Responsibilities

- Developing a relationship with company clients and better understand their needs in order to personalize their experience and ensure the proper platform.
- Manage and facilitate check in process
- Communicate pertinent information to Flight Crew personnel.
- Verify Customers' personal identification
- Tag, lift, handle and load Customer luggage
- Assist Customers with special needs, e.g. Unaccompanied Minors
- Offer ancillary products to our Customers such as "Super Seat" upgrade
- Coordinate various duties with coworkers and other departments to ensure proper handling of Customers in accordance with manuals and training
- Confirmation calls to customers as needed
- Help prepare the customer lounge for Customer boarding and departure, which can include light cleaning of seats, counters, and floor
- Assist with Guest Services functions as directed between flight activity
- Assists pilots with boarding, deplaning, weight and balance.

OTHER EXPERIENCE

03-2015	Security Team Leader Aspire Middle East	Skill Force Security & Al Dhabi Security Managing Safety (Institution of Occupational Safety and Health)
10-2016	Conquer (Training and Development Center L.L.C)	Fire Fighting and Safety Protection
2019	Jumeirah Etihad Towers	Sales training(MICE, LEISURE, COPORATE) Guest relations Agent

EDUCATIONAL QUUALIFICATION:

YEAR	INSTITUTION	AWARD
2010-2012	Zenith Institute	ACCA
2007-2009	Crane High School	Uganda Advanced Certificate of Education (UACE)
2002-2006	Alliance Secondary	Uganda Certificate of Education (UCE)

KEYS AND COMPETENCES

- Comprehensive problem solving abilities.
- Excellent communication skills including organizing, controlling and coordinating.
- Ability to deal with people diplomatically and willingness to learn.
- Dedicated, hardworking, creative and strong will power.
- Perseverance in achieving goals.

AREAS OF EXPERTISE

Office procedures, typing and word processing, key board skills, filing
Reception duties, decision making and MS office appliance

HOBBIES

Playing and watching football.

Meeting people and making friends.

Travelling and visiting new places.