

Emmy Tumwesigye

Concierge Agent.

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About Me

Intelligent hospitality industry professional with exceptional knowledge of venues, tourist attractions, dining and entertainment offerings. Looking to help top-level hotel reach even further success through Concierge position.

Experience

Concierge Agent.

Ejadah, Dubai

2021-06 – Current.

- ✓ Created focused conversations with guests to identify their personal preferences.
- ✓ Proactively anticipated the complete requirements of each guest in order to make their unique experience a success
- ✓ Provided clear directions for all guests travelling outside of the hotel.
- ✓ Responded to all guests' needs and requests, utilizing proper communication skills within resources, and other departments.

Concierge

Transguard Group, Dubai

2018-12 - 2020-09

- ✓ Facilitated visitor requests for dining and tourist attractions by researching various venues and locales. Explained security policies and procedures to guests and hotel staff to promote visitor confidence and safety.
- ✓ Maintained a daily record of all guest requests, reservations and confirmations for guests.
- ✓ Communicated all important details to management and colleagues regarding internal and external events, resources and possible challenges.
- ✓ Assisted guests in the confirming or booking of airline flights.

Hotel Security Officer

Transguard Group, Dubai

2016-01 - 2018-12

- ✓ Greeted guests professionally and courteously to cultivate welcoming atmosphere while making safety top priority.
- ✓ Secured premises and personnel by patrolling property and monitoring surveillance equipment.
- ✓ Provided all information pertaining to the hotel's services and facilities.
- ✓ Ensure customer satisfaction from arrival to departure.
Answered alarms, investigated disturbances and contacted law enforcement personnel to escalate crises.

Concierge

Protea Hotel, Kampala

2012-07 - 2014-10.

- ✓ Demonstrated first-hand knowledge of the recommendations with thorough research.
- ✓ Built relationship with guests to delight and gain loyalty.
- ✓ Arranged limousine transportation requests, ensured that limousine generated revenue is fully maximized.
- ✓ Provided each guest with list of resort's upcoming activities and events upon check-in to enhance stays.
Worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.

Skills

- ✓ Strong command of Microsoft Office.
- ✓ Able to understand guest needs and expectations and to deliver superior customer service
- ✓ Attention to detail, Highly organized and an effective multitasker.
- ✓ Communication in Fluent English both Verbal and Written.
- ✓ Guest experiences.
- ✓ Active Listening.
- ✓ Problem-Solving.
- ✓ Guest accommodations.
- ✓ Brand success.
- ✓ Reservations management.
- ✓ Data Entry.
- ✓ Familiar with Various Concierge software.
- ✓ Highly Adaptable.
- ✓ Leadership
- ✓ Time Management.
- ✓ Reservation and managing bookings.

Education

Bachelor of Business Administration-Cavendish University.

Cavendish University – Kampala

2010-08 - 2014-08