



# SALES

## PROFESIONNAL SUMMARY

An ambitious and goal oriented Sales Associate who will always provide to the customers a top quality service that meets their needs and expectations. My goal is to develop a career with a dynamic organization that focus on team work and promoting customer satisfaction through exceptional service.

**HERMINESTEPHANIE  
DENGNOUE**

### PERSONAL DETAILS

Tel: +971 521955636  
Email: dengnoue@gmail.com

### LANGUAGES

- French
- English

### SKILLS

- Good communication skills
- Professionalism
- Patient and friendly personality
- Multitask
- Verbal Communication
- Team management

### STRENGTHS

- Willing to learn & explore new things.
- Critical Analytical & Problem-Solving ability.
- Hard working and decision-making power

Positive attitude

### CORE QUALIFICATIONS

- Maintaining hotel standards.
- Self-motivated and ambitious in achieving goals.

### WORK EXPERIENCE

#### **Hotel Caesars Resort Blue waters 5\* Dubai**

**LOBBY AMBASSADOR** from November 2018–Present

Reacts to situations to ensure guests receive prompt attention and personal recognition throughout the hotel.

#### **Duties:**

- Greet all guests and accompanies guests through the arrival process.
- Maintains complete knowledge of the features, services, rates and promotions at the restaurant and at the hotel.
- Greet guests in a warm, friendly manner, escort them.
- Pay attention to client comments and suggestions, immediately take all required corrective measures and send remarks to the management.
- Provide information about the hotel, city and history whenever welcoming a guest and creates a unique experience
- Maintains the highest standard of professionalism, ethics and attitude towards clients and colleagues.
- Presentable and have good personal hygiene at all times
- Maintain good public relations and enhances sales for the hotel at every opportunity.
- Use up-selling techniques to promote hotel services and facilities and to maximize room occupancy

#### **STYLE TOURS LLC Dubai**

**Airport Representative** from March 2017 – June 2018

#### **Duties:**

- Provide comprehensive customer service support to ensure the guest satisfaction.
- Meet, assist and provide assistance to the guests upon arrival and departure at the airport.

## **EDUCATION**

LAURELS TRAINING  
INSTITUTE Dubai: **Certified  
Professional in Hotel &  
Hospitality Management  
(2019)**

HND  
Douala: **Tourism and  
Social (2013)**

## **HOBBIES**

- Dancing
- Reading
- Travelling

## **REFERENCES**

Available on request

- Conduct daily visits to specified hotels to meet clients and to answer queries.

- Giving talks about the culture, language and history of the Emirates

- Ensure that passengers are met and assisted in a timely and professional manner.

- Prepare and coordinates all guest activities.
- Develop new business and relationships via telephone and mass communication such as email, and social media, and to identify appropriate prospects.

## **MTN Cameroon**

**Sales Representative**      **from April 2015– May 2017**

### **Duties:**

- Place phone calls to potential customers to educate them on services and products offered by the company
- Answering questions about products or the company.
- Attend meetings to learn about new products and services or changes in current ones
- Read and interpret sales reports to determine the best strategy for marketing
- Answer phone calls from customers with inquiries or complaints and resolve the issue as quickly as possible
- Selling a range of products and services, to both new and existing clients.

## **SCB Cameroon**

**Sales Agent**      **from October 2014 – February 2015**

### **Duties:**

- Contributed to and participated in team meetings and activities.
- Communicate with customers to understand their requirements and need
- Address any questions or issues customers may have.
- Keeping up to date on all products and informing customers of new products.
- Asking questions to engage customers and keep the conversation going.

## **DECLARATION**

I hereby declare that above given information is true the best of my knowledge and belief.