**Maki 〇〇**

**Address:**

**Telephone:** +6011〜

**E-mail address:**

**QUALIFICATIONS**

\*High school Teacher’s licence (Social studies:Civics)

\*Librarian certification

\*The EIKEN Test in Practical English Proficiency Grade 2

**Career History**

**Company name:〇〇, Inc. Hotel〇〇**

Jan.2015 - Dec.2016

Place: Osaka city, Osaka Prefecture, Japan

Job title:Receptionist

Greet and register guests in 105 rooms using Succeed POS and Yado master system to ensure personalized service throughout guest stays.

Take and confirm reservations over phone, email, SNS, Web site and in person, ensuring no reservation overlaps or hotel over booking and making guest list.

Refer and report customer inquiries and complaints to the appropriate departments, and offered free items and services to dissatisfied customers.

Supplied guests with directions, travel information, and other information such as available services.

Create reports to ensure accurate daily accounting of all transactions.

Help other departments when they are busy or there are not enough people to manage.

I learned to have customers more satisfied than they expect and make report accurately.

**Company name: 〇〇**

Dec.2016 - Dec.2017

Place:

Job title: Executive-Travel centre

Handle about 30 calls daily, making new booking of flight tickets, change flight, change flight details, answering general inquiry and persuade customers who complain.

Memorized entire line of 〇〇 services to be able to answer all customer questions quickly and efficiently.

I learned how to use Sky Speed and CRM customer service software to make record and proceed customer request.

In addition, I learned to solve customer’s problems in the best possible way and persuade customers.

**EDUCATION**

Kansai University

Place; 35-3-3 Yamatecho, Suita city, Osaka Prefecture, Japan

Bachelor of sociology, March 2014