Lina Mahrous

Hotel Front Desk Agent

hotel-front-desk-agent@example.test · Manama, Bahrain

Front desk record

122 arrivals — Checked in during four group arrivals after confirming room readiness.

18 billing corrections — Prepared itemised records for supervisor approval during one quarter.

Education

Diploma in Hotel Operations

Inlet College of Hospitality

2023

Summary

Hotel front desk agent with experience in business and weekend stays. Confirms booking details, assigns ready rooms, posts guest charges and hands over unresolved issues with a named owner. Works with housekeeping and reservations during peak arrivals.

Experience

Front Desk Agent

Safina Courtyard Hotel

2024-02 – Present

- Processed check-in for 122 arrivals across four group arrival windows. Matched names against the rooming list and verified room readiness with housekeeping before encoding keys.
- Prepared 18 billing corrections in one quarter after comparing guest folios with outlet records. The duty manager approved adjustments and I explained the updated balance to each guest.
- Helped introduce an owner and due time on the shift log. Unassigned items fell from 7 to 2 requests across two successive four-week audits of 20 evening handovers each.
- Confirmed payment pre-authorisations and prepared departure folios. Escalated card declines and rate discrepancies to the duty manager.

Front Office Trainee

Terra Quay Residence

2023-03 – 2024-01

- Checked duplicate reservations and followed up on missing arrival times before the next shift issued keys.
- Recorded accessible-room requests using guest preferences and checked fulfilment with housekeeping before marking them complete.

Skills

Property management systems · Arrival and departure · Guest folio reconciliation · Shift handovers

Languages

Arabic · English