

AMIRA RAHMAN

CABIN CREW APPLICANT • GUEST RELATIONS

PROFESSIONAL PROFILE

Guest relations professional with 4+ years of front-desk and hospitality experience. Confident handling high-volume enquiries, resolving service concerns and supporting guests from different cultures. Seeking to bring calm communication, attention to detail and service excellence to a Qatar Airways cabin crew role.

WORK EXPERIENCE

Guest Relations Executive

Jan 2023 - Present

Crescent Quay Hotel | Dubai

- Welcome and support up to 70 hotel guests each shift, ensuring accurate information and timely assistance.
- Handle guest concerns calmly, coordinate with housekeeping and security, and document resolutions.
- Coach new colleagues on service etiquette, accessibility requests and professional communication.

Front Office Associate

Jun 2021 - Dec 2022

Palm View Suites | Dubai

- Managed arrivals, departures and special requests during busy shifts with an international team.
- Assisted guests in English and Hindi while maintaining precise booking and handover records.

EDUCATION

Diploma in Hospitality Management | Gulf Institute of Tourism, 2021

CERTIFICATIONS & DEVELOPMENT

- First Aid & CPR, 2024 (illustrative)
- Customer Service Excellence Workshop, 2023



CONTACT

+971 50 000 0000

amira.rahman@example.com

Dubai, United Arab Emirates

KEY SKILLS

- Passenger-focused hospitality
- Conflict de-escalation
- Safety awareness
- Professional presentation
- Team coordination
- Service recovery
- Clear communication
- Attention to detail

LANGUAGES

English - Fluent

Hindi - Fluent

Arabic - Conversational

TARGET ROLE

Cabin Crew
Qatar Airways

NEHA SHARMA

Aspiring Cabin Crew | Recent Graduate

New Delhi, India | neha.sharma@example.com

PROFILE

Recent tourism graduate with hands-on guest-facing internship experience and strong spoken English. Comfortable providing directions, supporting events and responding politely to diverse travellers. Eager to learn airline safety procedures and deliver reliable passenger service.

EXPERIENCE

Hospitality Intern

Jan - Jun 2026

Metro Vista Hotel | New Delhi

- Assisted the reception team with guest enquiries, arrival information and service requests.
- Supported event check-in and prepared accurate daily records for a multi-department team.

Campus Welcome Volunteer

2024 - 2025

Central Tourism College | New Delhi

- Welcomed prospective students and parents, answered questions and coordinated groups.

CORE SKILLS

Clear spoken and written English • Calm guest assistance • Teamwork • Time management • Service etiquette • Cross-cultural awareness

EDUCATION

BA in Travel & Tourism | Central Tourism College, 2026

TRAINING & CERTIFICATIONS

- Basic First Aid Workshop, 2025
- Customer Care Essentials, 2025

LANGUAGES

English - Fluent • Hindi - Fluent

DANIEL FERNANDES

Cabin Crew Applicant | Customer Support

Mumbai, India | daniel.fernandes@example.com

PROFILE

Customer support specialist experienced in solving time-sensitive issues and explaining policies with empathy. Known for precise case notes, professional composure and collaborative shift work. Seeking to transfer these skills into customer-facing aviation service.

EXPERIENCE

Senior Customer Support Associate

Apr 2023 - Present

Bayline Travel Services | Mumbai

- Handle travel-related questions via phone and live chat, providing clear next steps.
- Escalate complex cases responsibly and maintain detailed shift handover notes.

Service Desk Associate

Aug 2021 - Mar 2023

MetroPoint Services | Mumbai

- Assisted customers with bookings, refunds and policy explanations during peak demand.

CORE SKILLS

De-escalation • Active listening • Clear documentation • Service recovery • Teamwork • Problem solving

EDUCATION

Bachelor of Commerce | Westfield College, 2021

TRAINING & CERTIFICATIONS

- Customer Complaint Handling Workshop, 2024

LANGUAGES

English - Fluent • Hindi - Fluent • Marathi - Fluent

LINA HADDAD

Flight Attendant | International Service

Amman, Jordan | lina.haddad@example.com

PROFILE

Flight attendant with five years of illustrative short- and medium-haul flying experience. Experienced in pre-flight checks, passenger briefings, first response to onboard concerns and coordinated inflight service. Brings a safety-first mindset and professional teamwork.

EXPERIENCE

Cabin Crew Member

Mar 2021 - Present

Regional Wings Aviation (sample airline) | Amman

- Perform pre-departure cabin checks and deliver clear safety demonstrations under standard procedures.
- Communicate passenger needs promptly to senior crew and maintain accurate incident notes.
- Support efficient, professional meal and beverage service on varied routes.

Guest Services Agent

2019 - 2021

Terminal Welcome Team | Amman

- Assisted travellers with boarding information and special-service requests.

CORE SKILLS

Cabin safety checks • Passenger briefings • Crew coordination • Incident reporting • First-aid response • Service consistency

EDUCATION

Diploma in Aviation & Hospitality | Jordan Aviation Academy (illustrative), 2019

TRAINING & CERTIFICATIONS

- Cabin Crew Initial Training, 2021 (sample)
- First Aid / CPR Recurrent Training, 2025 (sample)

LANGUAGES

English - Fluent • Arabic - Fluent

PRIYA NAIR

Cabin Crew Applicant | Luxury Hospitality

Abu Dhabi, UAE | priya.nair@example.com

PROFILE

Concierge professional specialising in discreet, personalised guest assistance. Skilled in coordinating complex requests, adapting to cultural preferences and delivering consistently attentive service in a premium environment.

EXPERIENCE

Concierge Associate

May 2023 - Present

Pearl Bay Residence (sample hotel) | Abu Dhabi

- Arrange guest requests through cross-functional teams while keeping guests informed.
- Anticipate service needs and manage schedule changes professionally.

Front Desk Receptionist

Aug 2020 - Apr 2023

Golden Coast Suites | Kochi

- Managed high-volume check-ins, handled special requests and resolved routine complaints.

CORE SKILLS

Premium guest service • Attention to detail • Discretion • Conflict resolution • Cultural sensitivity • Coordination

EDUCATION

Diploma in Hotel Operations | Coastal Institute, 2020

TRAINING & CERTIFICATIONS

- Hospitality Service Excellence, 2024

LANGUAGES

English - Fluent • Malayalam - Fluent • Hindi - Intermediate

OMAR ALI

Cabin Crew Applicant | Retail Experience

Doha, Qatar | omar.ali@example.com

PROFILE

Retail supervisor with experience supporting customers from varied backgrounds in fast-paced environments. Trusted with training colleagues, de-escalating issues and managing opening and closing checks. Ready to apply these service habits in a cabin crew role.

EXPERIENCE

Retail Shift Supervisor

Feb 2023 - Present

Harbour Point Stores | Doha

- Lead shift handovers, allocate tasks and respond to difficult customer situations calmly.
- Train new team members on customer care, store safety and service consistency.

Sales Associate

May 2020 - Jan 2023

Cityline Retail | Doha

- Helped international customers select products and completed accurate transactions.

CORE SKILLS

Customer care • Team leadership • Policy communication • Conflict handling • Shift reliability • Attention to safety

EDUCATION

Higher Secondary Certificate | Doha Learning Centre, 2019

TRAINING & CERTIFICATIONS

- Workplace Safety Awareness Course, 2023

LANGUAGES

English - Fluent • Arabic - Fluent • Urdu - Intermediate

SOFIA MARTINS

Cabin Crew Applicant | Tourism & Languages

Lisbon, Portugal | sofia.martins@example.com

PROFILE

Multilingual travel advisor with a background in itinerary planning, customer reassurance and last-minute change management. Comfortable explaining complex options simply and serving travellers with diverse expectations.

EXPERIENCE

Travel Services Advisor

Mar 2022 - Present

Compass Square Travel | Lisbon

- Explain travel updates and booking options in Portuguese, English and Spanish.
- Support travellers during disruptions while coordinating timely alternatives.

Tour Guide Assistant

Jun 2020 - Feb 2022

Heritage Walks | Lisbon

- Welcomed international groups and adapted briefings to accessibility needs.

CORE SKILLS

Multilingual communication • Travel coordination • Service recovery • Cultural sensitivity • Documentation • Calm problem solving

EDUCATION

BA in Tourism Management | Atlantic College, 2020

TRAINING & CERTIFICATIONS

- Travel Customer Care Certificate, 2023

LANGUAGES

Portuguese - Native • English - Fluent • Spanish - Fluent

AHMED KHAN

Cabin Crew Applicant | Airport Operations

Hyderabad, India | ahmed.khan@example.com

PROFILE

Airport passenger service assistant familiar with busy terminal environments, boarding coordination and time-sensitive communication. Prioritises accurate information, assistance for passengers needing support and clear teamwork.

EXPERIENCE

Passenger Service Assistant

Jul 2023 - Present

SkyGate Ground Services (sample employer) | Hyderabad

- Support document and boarding checks in accordance with assigned airport procedures.
- Coordinate special-assistance requests with senior team members and gate colleagues.

Travel Desk Coordinator

Jan 2021 - Jun 2023

Mosaic Business Travel | Hyderabad

- Managed schedules and solved last-minute traveller problems through proactive updates.

CORE SKILLS

Boarding coordination • Passenger assistance • Process compliance • Attention to detail • Clear announcements • Team communication

EDUCATION

BBA in Travel Operations | Southern Business College, 2021

TRAINING & CERTIFICATIONS

- Airport Customer Care Training, 2023
- Basic First Aid Awareness, 2024

LANGUAGES

English - Fluent • Hindi - Fluent • Telugu - Fluent