

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

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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