

(BMSW4005_BIRM) Professional Career Development

Name – Syed Javed Ali

Student ID – 1710503

Lecturer name – Besty Jose

Job Description

Administrative assistant

We are looking for a motivated individual to fulfil a part time position of an admin assistant at our hotel. The role will be a customer front facing role which will require you to manage and handle all bookings and refund. You may occasionally need to take and return calls. You will be the first point of contact for our customers so we are looking for someone who is customer friendly and enthusiastic.

The job role will require you to-

- Provide assistance to visitors
- Take bookings
- Manage payments
- Complete relevant document and ID checks
- Answer phone calls and make calls
- Send and respond to emails

Job requirements-

- Previous experience dealing with customers face to face
- General knowledge on office systems
- Previous administrative experience

To find out more about the job or to apply for this position please send your Cover Letter and CV to peterjones@hotelrecruitment.com

I look forward to your applications.

Peter Jones (Recruitment Manager)

Cover Letter

Dear Peter,

I am writing this after seeing a position advertised regarding a job position available for a admin assistant. I believe that I have various different experience in administration and face to face customer service which I believe make me a suitable candidate for this position.

I have the ability to navigate around Microsoft Office softwares such as Word and Excel and can use these to manage appointments and bookings. Whilst working as a floor manager at Indian Lounge Restaurant I made sure that bookings were accurate to ensure no issues. I was able to correct any mistakes by phoning customers and rearranging bookings to a better time which was suitable for both customer and the business.

My experience at AAH pharmaceutical means that I am able to greet individuals and complete ID checks and ensure the right passes are handed out. I am able to problem solve and think quickly and effectively to produce a solution for any queries.

I have attached my CV along with this cover letter which has more information my my previous experience and qualifications. I would greatly appreciate if you could consider my application and would be more than happy to answer any questions you may have in person or over the phone. I have left all my contact details below, these can also be found on my CV.

Thank you for taking the time out to read my application.

I look forward to hearing from you.

Syed Javed Ali

07946639386

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CV

SYED JABED ALI

Address:

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Small Heath
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Mobile: [07946639386](tel:07946639386)

Email: 1710503.student.uwtsd.ac.uk

Personal Profile

I am a hardworking, positive and understanding individual who likes to get the job done at any circumstances. I can take part in any kind of job and I'm able to familiarise myself with any job I am given. I like to keep myself involved in order to gain experience. I have a great attendance record and good listening and writing skills. I pick up on skills very quickly and I enjoy being a part of a successful productive environment. I am a determined person who aims to achieve only better. I enjoy activities which allow me to demonstrate and enhance my skill set.

Availability

Fully flexible

Specific Skills

- Communication: confidence and a good listener.
- Team work: can work in groups efficiently.
- Listening: can listen and follow instructions effectively.
- Languages: Fluent in Bengali as well as English.
- IT: Highly competent in Microsoft Word, PowerPoint and all Office software's.
- Punctual: always on time and on task.
- Organisation: excellent organisation skills and very professional.

Employment History

AAH Pharmaceuticals: Security Officer

2019 – Current

This role requires me to monitor and manage the security of the site. I deal with greeting and signing in any visitors, as well as completing ID checks. I am able to fill out paper work and understand the importance of following procedures. As I am the first point of contact

for those entering the site I am able to redirect any queries to the correct department as well as reporting any issues to the correct person.

Virgin Media: Field Technician

2018 – 2019

This role allowed me to develop my customer service skills, as a field technician I was able to build a rapport with customers whilst remaining professional. I was able to identify and resolve any issues for customers and provide an alternative when needed. During this role I had both face to face and telephone interactions with customers.

Jaguar Land Rover: Team Leader

2017 – 2018

This role consisted of manufacturing parts for cars. During this role I was able to develop my team work skills as well as time keeping, this was done through working efficiently to reach targets. I was also able to successfully manage and lead a team. I was able to step in and guide my team when needed and assist with any issues.

Indian Lounge Restaurant: Floor Manager

2012-2016

This job role allowed me to explore all areas of service, from dealing with complaints, to providing excellent customer service, to making sure that the dining area was run efficiently in order to keep customers happy. I successfully organised and allocated tasks to my fellow colleagues whilst assisting them with any difficulties that arose when needed. I managed payments, and booking information, I handled calls as well as other admin tasks.

Education

Currently studying BA HONS Business Management

South & City College

- **Business Administration Level 2**
- **BTEC Diploma IT**
- **GCSEs 5 A-Cs including English & Maths**

References

References available on request