

Zainah Alhaidar

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Professional Summary

Experienced hospitality professional with 2 years specializing in VIP protocols, leading events, and coordinating with companies to deliver exceptional guest experiences. Holds a Bachelor's degree in Nutrition Science from King Faisal University. Successfully contributed to elevating a hotel's ranking from third to first in the Eastern Region and from 18th to 13th in the Middle East through superior service and meticulous attention to guest needs. Skilled in report writing, reservation management using Opera system, and effective communication. Seeking an office-based role in a structured environment focused on organization, quality, and enhancing customer satisfaction.

Education

- **Bachelor of Nutrition Science**
King Faisal University – Al-Ahsa
Graduation Year: 2023

Professional Experience

Cooperative Training | Guest Relations – Kempinski Al Othman Hotel | Al Khobar – December 2022 to July 5, 2025

- Welcomed guests and ensured high levels of satisfaction.
- Prepared daily reports and professional email correspondence.
- Coordinated with various departments to resolve guest complaints.
- Handled VIP guests and provided personalized services.
- Managed reservations using the Opera system.
- Contributed to raising the hotel's rating locally and regionally.

Training Courses

- **Executive Development – Tourism & Hospitality | Dale Carnegie – United Kingdom | January 2024 | 7 days**

Recommendations

A written letter of recommendation was issued by the hotel manager at Kempinski Al Othman in recognition of outstanding performance and contributions.

Skills

Technical Skills

MS Word - MS Excel - MS PowerPoint - Outlook - Google Workspace - Opera System - Professional Emailing - Online Booking Systems - Report Writing - Table Preparation - Internet Research - Formatting & Printing Tools - Scheduling Software - CRM Systems - Accurate Data Entry

Professional Skills

Time Management - Task Organization - Complaint Handling - Departmental Coordination - Working Under Pressure - Client Communication - Daily Report Preparation - VIP Handling - Administrative Follow-up - Reservation Management - Service Quality Improvement - Problem Solving - Customer Experience Enhancement - Responding to Inquiries - Official Correspondence Writing

Personal Skills

Politeness - Social Intelligence - Accuracy - Punctuality - Quick Learning - Active Listening - Attention to Detail - Composure Under Pressure - Team Spirit - Discipline - Responsibility - Flexibility - Motivation - Positive Interaction - Confidentiality

Languages

- **Arabic:** Native
- **English:** Fluent