

# MICHAEL COOK

Nationality: South African  
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## Guest Relation Concierge



### PROFILE

Energetic, result-oriented and eager to bring strong administrative and inter-personal skills to a growing company in need of top-level support. Excellent organization, communication, and relationship building skills. Articulate and friendly with a professional demeanor.

### EDUCATION

**Wynberg Secondary High School**  
Cape Town-South Africa  
2013  
National Senior Certificate

**Online Academy**  
Bournemouth -UK  
2018  
Diploma in Psychology

**TEFL Graduate - UK**  
2018  
150 Hours TEFL Certificate

### EXPERIENCE

**Guest Relation Concierge**  
Food Fund International - UAE  
2023- To Date  
Dealing with customer queries and complaints. Taking reservations and making bookings. Process customer requests, Process applications and data capturing. Obtain customer feedback and information.

**Hostess-**  
Flamingo Room By Tashas- UAE  
2017- 2023  
Taking reservations and making bookings. Welcoming and assisting the guests. Assisting on events such as parties and afternoon teas

**Food & Beverage Service**  
Jumeirah Al Naseem- UAE  
2016-2017  
Welcoming the guests. Assist the guest in suggesting the menu items. Report back to team leader any negative or positive comment from the guests. Attend regular trainings and briefings

### REFERENCES

**Flamingo Room By Tashas**  
Assistant Manager  
Blessing Wacela  
Tel: +971 55 354 9739  
[gwacela5@gmail.com](mailto:gwacela5@gmail.com)

**Jumeirah Al Naseem**  
Assistant Manager  
Marko Vlajkovic  
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