



ALAA NAZZAL

Receptionist & Sales Specialist

About Me

Motivated and multilingual hospitality professional with over 10 years of experience in front desk operations, telesales, and customer service across Jordan, Turkey, and online platforms. Skilled in handling high-pressure environments, managing guest relations, and delivering exceptional service in Arabic, English, and Turkish. Known for strong communication, problem-solving abilities, and a warm, welcoming attitude. Passionate about the tourism and hospitality industry and always eager to learn and grow.

Work Experience

Lecturer

Lecturer at the Technical College, Department of Tourism and Hospitality Management

October 2025 – Present

Captain Hotel Aqaba

September 2022 – September 2025

Captain's Hotel & Restaurant – Aqaba, Jordan

Receptionist

- Welcoming guests and managing check-in/check-out procedures
- Answering guest inquiries and resolving complaints promptly and professionally
- Handling phone calls, reservations, and online booking platforms
- Coordinating with housekeeping and maintenance departments

December 2021 – August 2022

Days Inn Hotel – Aqaba, Jordan

Receptionist

- Provided front-desk services in a high-traffic hotel environment
- Processed payments and maintained billing accuracy
- Assisted with guest services and local information
- Handled multilingual guest interactions

April 2021 – November 2021

Bleach Company for Cleaning Services – Kuwait

Telesales Representative (Online)

- Conducted outbound calls to potential customers in Gulf countries
- Promoted cleaning service packages and closed sales
- Handled customer objections and provided solutions
- Maintained a customer database and tracked conversions

Contact

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📍 Amman, Jordan

Skills

- Customer Service
- Front Desk
- Communication
- Multilingual Support
- Reservation Systems
- Hospitality Operations
- Problem Solving
- Time Management
- Telesales
- Cold Calling
- Microsoft Office
- Teamwork
- Cash Handling
- Client Relations
- Booking Management
- CRM Software
- Conflict Resolution

Language

- Arabic: Native
- English: Good
- Turkish: Very Good
- Spanish:

September 2020 – March 2021

AA Trade Now – Financial Services

Telesales Agent

- Cold-called clients to promote financial products and investment packages
- Scheduled client appointments with financial consultants
- Delivered scripted presentations and handled client inquiries
- Met daily and monthly sales targets

October 2019 – March 2020

Natural Hair – Istanbul, Turkey

Airport Receptionist / Meeter & Greeter

- Welcomed and escorted international clients arriving for hair transplant procedures
- Provided transportation coordination and translation support
- Acted as liaison between clients and clinic staff
- Ensured smooth arrival and check-in process at clinics and hotels

November 2018 – April 2019

Clinic Expert – Hair Transplant Services, Turkey

Telesales Agent

- Reached out to international clients via phone and email
- Explained medical procedures and booked consultations
- Followed up on leads and inquiries from various platforms

April 2017 – August 2018

Al Shaab for Nuts – Jordan

Cashier

- Operated cash register and managed daily transactions
- Maintained clean and organized checkout area
- Assisted customers with product selection and purchases
- Handled inventory and restocking

October 2016 – January 2017

Aquavista Hotel – Jordan

Receptionist

- Greeted and checked-in guests
- Managed phone lines and walk-in bookings
- Assisted in resolving guest issues and requests
- Supported team during peak seasons and events

August 2013 – October 2013

Mina Hotel – Jordan

Receptionist

- Managed guest check-ins and check-outs
- Maintained guest records and room availability logs
- Handled payments and billing inquiries
- Coordinated room service and housekeeping requests

Certifications & Courses

Master's Degree in Tourism and Hospitality

Yarmouk University - Jordan

2014 – 2016

Bachelor's Degree in Hotel Management

The University of Jordan - Aqaba

2009 – 2013

Certifications & Courses

- IELTS Certification Exam – Score: B1 Aqaba International School – November 25, 2023
- Training of Trainers (ToT) Certificate in Tourism and Hospitality Amman, Jordan – July 27, 2022