

Holds a BA Degree of Arts and has more than 15 years hands-on experience working in hotel industry.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 27/10/1977
Gender : Male
Residence : El-Behira

EDUCATION

: BA Degree of Arts, English Department, Tanta University

LANGUAGES

Arabic : Native Language
English : Very Good

COMPUTER SKILLS

: Windows, MS Office, Internet
: Fidelio Suite 8
: Room Master

TRAINING COURSES AND CERTIFICATIONS

: Training to Handle Guest complaints.
: Problem experience for management associates.
: Service Excellence.
: Green hotels.
: Train The Trainer.
: Front Office Skills Development.
: Managing multiply customers.
: Welcoming & receiving in the Luxury services.
: Fire Fighting.
: First Aid.
: Leadership Skills.
: Time Management.
: Guest Service Technique.
: Supervisor Skills.

- : Communication Skills.
- : Marketing is Every Body's Job.
- : Skills for Success.
- : E-commerce and e-marketing training.
- : Winner of the Ideal Employee for the year of 2004 at Laguna Vista Beach & Resorts.
- : Trip Advisor Travelers' Choice 2014 & 2015 Awards at Le Royal Holiday Resort.

CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Apr. 2013 till now
Employer : Le Royal Holiday Resort, Sharm El-Sheikh
Job title : Reservations Manager
- Dates** : From Apr. 2011 till Sep. 2011
Employer : Kahramana Hotel, Sharm El-Sheikh
Job title : Front Office Manager
- Dates** : From May 2008 till Apr. 2011
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Assistant Front Office Manager
- Dates** : From Jul. 2005 till Apr. 2008
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Reservations Manager
- Dates** : From Jan. 2004 till Jun. 2005
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Assistant Reservations Manager
- Dates** : From Apr. 2003 till Dec. 2003
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Reservations Supervisor
- Dates** : From Jul. 2002 till Mar. 2003
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Reservations Agent
- Dates** : From Dec. 2001 till Jun. 2002
Employer : Laguna Vista Beach & Garden Resorts, Sharm El-Sheikh
Job title : Operator