

Holds a Bachelor in Tourism & Hotel Management and has about 3 years experience in operation fields, acquired from deep understanding of the functions within multinational and multicultural organizations.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : Sep. 1993  
Gender : Female  
Marital Status : Single

## EDUCATION

: Faculty of Tourism and Hotels Management, Helwan University (English section)

## LANGUAGES

Arabic : Native Language  
English : Fluent  
French : Fair

## COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet  
: Opera System

## CHRONOLOGICAL EXPERIENCE RECORD

**Dates** : From Feb. 2018 till now  
**Employer** : Renaissance Cairo Mirage City Hotel  
**Job title** : Shift Leader (Front Desk)  
**Job Description** :

- Supervise front desk associates to ensure that all hotel policies, procedures, regulations and standards are followed.
- Ensuring that front desk operations runs smoothly in a professional manner at all times.
- Perform all front desk related responsibilities and duties when assigned or required.
- Assume leadership in the absence of front desk manager.
- Have a thorough knowledge of Renaissance products and services.
- Check House Count to establish selling strategy for the shift. Monitoring it regularly during shift and responding to any changes.
- Ensure daily all forms of communication are used to full capacity and

relevant information is handed over to the next shift throughout the shift and briefings.

- Supervise VIP and Marriott Rewards Elite member arrivals. Ensure meet and greet for Elite member.
- Ensure that all arrivals, departures, no shows, extensions, amendments and OPERA related matters are performed on a timely manner in order to avoid further confusion.
- Ensure that all concerned departments are informed in regards of room moves, no-shows, early arrivals, special requests, repeat guests or other guest preferences.
- Be fully aware of Credit Policy and supervise compliance. Inform your manager and concerned departments about any possible credit risks.
- Have a thorough knowledge on virtual concierge and ensure that all guest requests and information updated in OPERA and communicated to other departments.
- Have a thorough knowledge of OPERA, MARSHA, IMS, Guest ware and other front office related operational software.
- Identify and resolve guests problems efficiently and resolve to the guest satisfaction.
- Assuring that all front office receptionists are continually updated with hotel rates, packages and discounts.
- Supervise compliance of FO Receptionists in Cash handling procedures to maintain an accurate float.

<b>Dates</b>	:	From Jun. 2015 till Feb. 2018
<b>Employer</b>	:	Renaissance Cairo Mirage City Hotel
<b>Job title</b>	:	Guest Relations
<b>Job Description</b>	:	<ul style="list-style-type: none"><li>• Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key.</li><li>• Process all payment types such as room charges, cash, checks, debit, or credit.</li><li>• Process all check-outs including resolving any late and disputed charges. Answer, record, and process all guest calls, messages, requests, questions, or concerns. Coordinate with Housekeeping to track readiness of rooms for check-in.</li><li>• Protect the privacy and security of guests and coworkers.</li><li>• Complete designated cashier and closing reports in the computer system.</li><li>• Supply guests with directions and information regarding property and local areas of interest.</li><li>• Balance and drop receipts according to accounting specifications.</li><li>• Protect the privacy and security of guests and coworkers.</li><li>• Assist other employees to ensure proper coverage and prompt guest service.</li><li>• Speak to guests and co-workers using clear, appropriate and professional language.</li></ul>