

Ossama Ahmed Abdullah

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Obejective:

To obtain a growth-oriented career opportunity in your company, where I can learn and gain valuable experience.

Education:

Graduated from Faculty of Tourism &Hotel Management, Luxor Intl, EGUC. Egypt.

Professional Experience:

ABU SEMPEL TRAVEL AGENCY (EGYPT) May 2013 till October, 2015

Worked as airport representative.

Responsibilities:

- " Pick up the guest from the airport to the hotel.
- " Welcoming all guests, and assists with any needs throughout their stay.
- " Pick up the guest from the hotel to the sightseeing.
- " Handling the sightseeing tickets.

WEA Hotel (Dubai) *3 Star

November, 2011 till February, 2013

Worked as **Front Office in charge**

To manage front of the house operations of the hotel ensuring that the highest standard of service and the best possible guest experience is maintained. Be responsible of establishing and maintaining professional relationship with hotel guests and patrons.

RESPONSIBILITIES:

1. Manage operation of the Front desk including Cashier. Ensure that policies and procedures are complied with the highest standard of service and guest satisfaction.
2. Review room availability status, room blockage and special requests on a daily basis through working closely with Reservations Manager and lease on all groups and FIT movements.
3. Monitor open and close on day status to maximize room revenue and demonstrate the concept of yield management.
4. Ensure that budget and cost effectiveness at the Front Desk is achieved.
5. Work with Housekeeping and Engineering on daily operations regards to guestroom status.
6. Handle guest complaints and take immediate suitable action according to hotel rules and policy.
7. Review Front Desk Logbook daily to monitor all activities.
8. Review all VIP room blocking.
9. Supervise and train all Front Desk staff to ensure that the best guest experience is provided.
10. Familiarize with Front Office policies and procedures and special rate & programs.

11. Participate in the morning briefing, or organize afternoon hand-over briefing daily and disseminate information to Reception team as soon as possible.
12. Greet guests as time permits at lobby and assists Receptionist during busy period.
13. Chair monthly Reception meeting to review performance & discuss existing problems for improvement.
14. Approve duty roster prepared by Chief Receptionist and revise if necessary.
15. Always conduct my job with concern for the environment and its resources. Where practical and possible, REDUCE use of items, RE-USE whenever possible, and RECYCLE those items that can be. Perform all duties, other than the above as requested by the hotel policies.

TIME Hotels (Dubai, UAE) *4 Star

April, 2010 till Oct 2011

Worked as **Front Office Supervisor**

Responsibilities:

Time Hospitality is the commercial name of Time Hotels Management Company, a registered LLC with its headquarters in Dubai, United Arab Emirates. Combining the talents of highly experienced individuals, Time's team is a multicultural one which brings together industry experience from many parts of the world.

- " Started as a pre-opening team member and carried out the jobs assigned in every department.
- " Supervise the Front Office operation as well as administration tasks.
- " Creating sales opportunities and ensuring brand standards are consistently maintained.
- " Providing a friendly welcome and high-quality service over the phone and on the guests' arrival to the hotel.
- " Finding suitable solutions to meet customers' needs depending on the possibilities available in the hotel.
- " Carrying out all necessary operations when guests arrive and depart (check-in/ check-out)
- " Respond to emergency situations as necessary by following departmental procedures, staying calm, and assisting Security as needed.
- " Maintain all departmental assets including equipment repairs and maintenance and ensure all departmental areas (FOH and BOH) are maintained, clean, and organized.
- " Run manager reports such as downtime reports and credit card authorizations.
- " Running the night audit and preparation of night reports such as Revenue Report, Competitive, Analysis Report, and Daily Event Report etc., and sending them to department heads.
- " Plan and implement training plans for all Front Office employees. Conduct regular associate training, and monitor its success. This will involve training in both IT systems and guest-service procedures.
- " Take personal responsibility for maximizing quality levels of product and service, and guest satisfaction.
- " Drive the implementation of all sales and promotional programs of the hotel. Take personal responsibility for driving up selling within the property.

Fairmont Bab Al Bahr Hotel & Resorts*5 Star (Abu Dhabi) Oct, 2008 till March, 2010

Worked as Front Desk Agent.

Responsibilities:

- " Welcoming guests on arrival
- " Dealing with reservations by phone, e-mail, and face-to-face
- " Checking guests into and out of the hotel, allocating rooms and handing out keys
- " Preparing bills and taking payments
- " Taking and passing on messages to guests

- “ Dealing with special requests from guests (booking theatre tickets or storing valuables)
- “ Answering questions about facilities in the hotel and the surrounding area
- “ Dealing with complaints or problems

Rotana Al Mansher *5 Star

(Kuwait) Aug, 2007 till Oct 2008

Worked as **Front Desk Agent**

Responsibilities:

- “ Welcoming all guests, and assists with any needs throughout their stay.
- “ Handling the wakeup calls and Receiving the calls and transfer it to the right person

NILE ROMANCE (NILE CRUISE HOTEL5*) (EGYPT) 7 Months

I started my career in this organization as trainee after that I was appointed as receptionist

Responsibilities:

- “ Front office and Back office operations
- “ Welcoming all guests, and assists with any needs throughout their stay.
- “ Handling Creating and Updating of front office records in computer.
- “ At check out, attendants prepare bills; explain charges, and tender funds. □ Monitor storage and handling of Left Luggage store.

Narmar Travel

(Egypt) July 2005 till Aug 2007

Worked as **Tour Leader**

Responsibilities:

- “ Give the guest all the information about the trip.
- “ Handling guest since the arrival time till the departure date.
- “ Handling transportation.
- “ Welcoming all guests, and assists with any needs throughout their stay.
- “ Handling hotels and the reservation in the hotels.
- “ Handling the guest complains and finds solutions.

Languages:

- “ English : Fluent (read, written, spoken)
- “ Arabic : Fluent (read, written, spoken)
- “ Russian: Basic

Courses & Trainings:

- “ Destination Leadership.
- “ Training of the trainers.
- “ How to handle guest complaints.
- “ CID System training (Dubai Police).

Computer Skills:

MS Office Suite (Word, Excel, Access, PowerPoint, Outlook) Micros
Opera.

Internet search and browsing.

Professional Strength:

- " Maintain positive attitude in the face of changes in work assignments.
- " Ability to inspire creativity and co-operation among team members adaptable to circumstance.
- " Open minded, organized, productive and practical.
- " Self-assured, Self-confident & Self-motivated.
- " Strong interpersonal and customer relations and services skills.

Interests:

Sport, Reading and Travelling.

References

Furnished upon request.