PETER

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* ***Career Objective***

Seeking to work with an organization where both my educational background and work experience are being utilized as well as enhanced and to ensure my growth through the organization’s growth. I am a strong communicator, self-motivated, results driven, with an enthusiastic attitude towards successfully supporting the organization's overall mission.

* ***Education***

*BSc of HOTEL MANAGEMENT STUDIES*

Faculty of Tourism and Hotels – Alexandria University

Overall Grade: **Good**.

*Graduation Project*

*It was about how to make (SWOT) Analysis for establishing new restaurants.*

* ***Work Experience***

**20 March 2017 \_till now**

***restaurant manager .***

***"dandana restaurant in marina dubai "***

**5 May 2014 – 15 march 2017**

**Senior VIP Guest Relations.**

**“SOFITEL THE PALM DUBAI “**

**DUBAI – UAE**

Duties and Responsibilities:

***1) Responsible for all VIP guest*** **needs inside rooms.**

***2) Working as a customer service for a high profile guests***

**3) Solving guests problems and doing courtesy calls**

**4)Doing all kinds of paper work ‘’ Filing and documentation’’**

**OCT 2012– NOV 2013**

**Marketing Assistant Manager**

*“Royal tents Constructions Company”*

*ALEXANDRIA - EGYPT*

Duties and Responsibilities:

***1) Leading a team for marketers and making marketing plans for them.***

***2) Making presentations for the customers for our products.***

**3) following up with our customers after the selling operation.**

**FEB 2012– OCT 2012**

**Human recourses clerk**

*“PARADISE INN HOTELS – WINDSOR PALACE HOTEL”*

*ALEXANDRIA – EGYPT*

Duties and Responsibilities:

**1) Data entry for all the staff profiles updates**

**2) Checking for the insurances for the staff.**

**NOV 2010– JAN 2012**

**RESERVATION CLERK**

*“FORT ARABESQUE RESORT AND SPA”*

*HURGADA - EGYPT*

Duties and Responsibilities:

**1) Connecting with travel agents for making reservations.**

**2) Marketing for all rooms to make high occupancy all seasons.**

**3) Data-entry for all information about guests on the computer system.**

**MAY 2006–NOV 2009**

**POOL ATTENDENT**

*“FOURSEASONS HOTEL – SAN STEFANO”*

*ALEXANDRIA- EGYPT*

Duties and Responsibilities:

**1) Responsible for indoor pool inside the hotel.**

**2) Preparing all towels, sun block creams and chaise lounges before guest coming.**

**3) Offer snacks and fresh drinks for guests.**

**DEC 2005–Apr 2006**

**ROOM SERVICE CLERK**

*“HILTON GREEN PLAZA HOTEL”*

*ALEXANDRIA- EGYPT*

Duties and Responsibilities:

**1) Delivering all food and beverages orders into rooms.**

**2) Managing orders by the time sequences.**

**3) Charging guests for their items was taken.**

* ***Courses & Trainings***
* ***\*Hotel Butler service training from Heilbron Hospitality .***

***\* Training as a pool attendant (Fourseasons san Stefano- Alexandria) (2009)***

**\*** Front office skills Development (The American hotel & lodging institute) (Dec 2010)

\* Fundamentals of Communication (NEW HORIZONS) (2009)

\* Customer Services (NEW HORIZONS) (2009)

\* Introduction to Effective Presentation (NEW HORIZONS) (2009)

\* Coaching Essentials (NEW HORIZONS) (2009)

\* Managing Innovation and creativity (NEW HORIZONS) (2009)

\* Creating and maintaining Life balance. (NEW HORIZONS) (2009)

\* Problem solving Techniques (NEW HORIZONS) (2009)

\* Fundamentals of Selling (NEW HORIZONS) (2009)

\* IELTS Overall Band Score (5.5)

* ***IT Skills***
* ***Opera system***

***Microsoft Office –*** Word, Excel, PowerPoint,

***Operating System Operation –*** Windows

* ***Languages***

***Arabic –*** Native (Mother Tongue)

***English –*** **Fluent**

***Italian –*** Basic

* ***Personal Details***

|  |  |
| --- | --- |
| *Date of Birth* | Feb 21th, 1988 |
| *Nationality* | Egyptian |
| *Marital Status* | Married |
| *Military Status* | Exempted |
|  |  |

* ***Hobbies***

 \* Leader of Alexandria Habashy Scout

\* Famous Religious Singer

* ***Comments***

\* I have the ability to self-study and learn any new subjects to be always ready for the work, manage myself when there is no leader, work under pressure for long times and do the work in the right way from the first time.

\* References will be given once request.