**First Name of Application CV No:** **1652028**

Whatsapp Mobile: +971504753686



**HIGHLIGHTS** Positive attitude
 Hospitality Techniques
 Coordination and teamwork
 Ability to work under stress
 Good organizational and administration skills
 Commitment to delivering a high level of customer service
 Reservation, computer, and telephone techniques
 Understanding hotel operations
 Effective Communication
 Adaptable to different Environments

* Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key. Process all payment types such as room charges, cash, checks, debit, or credit. 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. Run daily reports (number of arrivals, departures), identify any special requests, and check reports for accuracy. Complete designated cashier and closing reports in the computer system.

**EXPERIENCE** 02/2015 to current Hospitality Manager, Al-Reem Hotel Muscat, Oman
02/2013 to 01/2015 Front Office and Receptionist, Sama Al-Buraimi Hotel, Oman
10/2012 to 01/2013 Public relations and human resources,
 Rif Organization of Arts and Culture, , Morocco
01/2012 to 10/2013 Cultural Project Coordinator,
 Rif Organization of Arts and Culture, Morocco

**RELEVANT EXPERIENCE** Head chief of public relations and human resources committee;
 national festival of theatre, 1st, 2nd & 3ed edition, Al-Hoceima, Morocco
 Head Chief of accompaniment and responsible of foreign guests committee;
 children’s international festival of theatre, 1st 2nd editions, Al-Hoceima, Morocco
 Animator on public event company operation
 “festival des plages de Maroc telecom”, Morocco

**EDUCATION** 2010 Specialized technician; Hospitality Management
 Institute of hospitality and tourism Morocco

2009 Bachelor of Arts and Humanities, Linguistics
 University of Mohamed the first, Morocco

2007 Diplomat in general studies; English Studies
 University of Mohamed the first, Morocco

**ADDITIONAL INFORMATION** Nov. 09 to Feb. 10 Formation and laborer orientation “FOL” diplomat
 delivered by Spanish NGO “MPDL”, Morocco
Mai 09 to Feb. 10 Spanish Studies Diplomat
 delivered by Spanish NGO “MPDL”, Morocco

**SKILLS** Public relations,
 Human Resources,
 Receptionist,

**LANGUAGES** Arabic Fluent
English Fluent
French Fluent
Spanish Moderate

**PERSONAL ATTRIBUTES** Positive;
 Self-Motivated; Self-Confident;
 Ambitious and consistent**INTERESTS** Photography
 Reading
 Sports
 Travel and Exploration