**Dear Sirs,**

**Kindly find below my resume vitae applying for a new suitable position through your esteemed establishment, wishing it will meet the standards and requirements.**

**For over 13 Years now I've been working in the hospitality industry, most of them I've spent in the well-known Hotels with Hilton,**

**As well organized self-motivated, enthusiastic & quite aware with wide range of experience in both large and medium hotels & resorts in Middle East; having a farfetched competence & aptitude through working with multi-nationalities inland & abroad.**

**I assume my flexibility to work at different levels even if lower than my last position.**

**I'm currently working as Front Office Supervisor at Riviera Hotel Dubai.**

**SPECIALTIES:**

* **Rooms Division Experience**
* **Resorts Management**
* **Hotel Management**
* **Compounds / Facilities Management**
* **F & B Experience**
* **Night Auditing Experience**
* **Revenue Management.**



**MOSTAFA**

[**MOSTAFA.313189@2freemail.com**](mailto:MOSTAFA.313189@2freemail.com)

**ACADEMIC PROFESSIONAL ATTAINMENT**

**Bachelor degree in Tourism &Hotels Hotel Management**

**Department**

**Helwan University 2002**

**LANGUAGE.**

**Arabic: Mother Tongue**

**English: Fluent**

**Italian:** **Very Good**

**Russian: Fair**

**LANGUAGE COURSES**

**English: Two levels (7&8) American University in Cairo.**

**Italian:** **Three levels (1&2&3) I.I.C.C.Italian Embassy**

**WORK EXPERIENCE.**

**\*Riviera Hotel Dubai**

**From October 2015 till now**

**Front Office Supervisor**

**\*Carols Beau Rivage Marsa Matrouh "5 Stars hotel" From March 2012 till June 2015**

**Assistant Front Office Manager & Reservation Manager in charge**

**\*Hilton Sharm El Sheikh Fayrouz Resort.**

**From September 2009 till February 2012.**

**Front Desk Supervisor.**

**\*Hilton Sharm El Sheikh Fayrouz Resort.**

**From November 2007 September 2009.**

**Front Desk Shift Leader.**

**\*Hilton Sharm El Sheikh Fayrouz Resort.**

**From March 2005 till October 2007.**

**Front Desk Agent.**

**\*Reef Oasis Beach Resort -SSH "5 Stars Hotel" From March 2003 till February 2005.**

**Front Desk Agent.**

**PRACTICAL TRAINING.**

* **Cairo Sheraton Hotel. July 2000 till September 2000 "Food Beverages"**
* **Helnan Shephard Hotel.July 2001 till September2001** "Front **Office"**

**HILTON UNIVERSITY COURSES**

\***Hilton HHonors Guest manager And Front Office Training.(16 Levels)** **\*Sales & Marketing.**

**\*Leisure of Selling.**

**SKILLS/ABILITIES.**

**1-Microsoft Office Suite (Word /Excel)**

**2-Fidelio 6.20 (25) (Suite 8) /OnQ System**

**3-Use of internet (Microsoft Internet Explorer)**

**4-GroupWise.Outlook**

**DUTIES/RESPONSIBILITIES.**

**\*I have the full responsibility of the hotel site & the entire internet booking (booking.com, etc)**

**\*Cooperate, coordinate and communicates with other hotel department as required. \*Fully conversant with all hotel emergency procedures.**

**\*Check billing instructions and monitors guest credit.**

**\*Check all correspondence for following day's arrival ensuring all requests are met and rooms are correctly assigned.**

**\*Maintains guest accounts and charge record, back up are cleared on daily basis.**

**TRAINING SESSIONS.**

**\*Handling guest complains. \*Social skills.**

**\*Hilton Brand Service standard.**

**\*Up selling Strategy to achieve the maximum revenue \*Front Office Operational.**

**\*Emergency evacuation procedures.**

**PROFESSIONAL PROFILE.**

**\*Strong interpersonal, excellent team player with good communication skills. \*Ability to learn quickly. Adapting to changing conditions.**

**\*Hard worker.**

**REFERENCES.**

**Furnished upon request.**

**I am looking forward to meeting your expectation and to join your team**s