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**Farid**

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***Career Objective:***

**Looking for AChallenging Career ToDevelop and Refine My Administration And *Hotels Management skills In an organization That Provides An ambiance For learning And professional Growth.***

***Computerized Applications:***

 ***-Fidelio -Comsys***

 ***Work Experience***

***AifuHorizon Resort***

***.Front Office &Night Manager Jan 2015 – Dec 2016***

***Duties and Responsibilities***

****** *Trains, cross –trains, and retrains all front office personnel.*

* Participates in the selection of front office personnel.*

* Schedules the front office staff.*

* Supervises workload during shifts.*

* Evaluates the job performance if each front office employee.*

* Maintains working relationships and communicates with all departments.*

* Resolves guest problems quickly, efficiently, and courteously.*

* Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.*

* Reviews and completes credit limit report.*

* Works within the allocated budget for the front office.*

* Receives information from the previous shift manger and passes on pertinent details to the oncoming manager.*

* Checks cashiers in and out and verifies banks and deposits at the end of each shift.*

* Enforces all cash-handling, check-cashing, and credit policies*

* Manage and monitor activities of all employees in the Front Office department making sure they adhere to the standards of excellence and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.*

* Direct and oversee all hotel operations during the night shift to ensure guest satisfaction and safety.*

* Inform all Overnight staff of nightly activities, group and VIP arrivals as well as special requests and repeat guests.*

* Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate.*

* Maintain a professional and high quality service oriented environment at all times.*

* Act as manager on duty for the hotel in the absence of the Front Office Manager dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.*

* Manage the night shift in the department ensuring all employees perform the tasks assigned to them and coordinate Front Office activities with other departments.*

***AifuHorizon Resort.***

 ***Desk Shift Leader Jan 2013 - Dec 2013***

***Duties and Responsibilities***

*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.*

***Kaoud Sporting Hotel Alexandria.***

***Night Auditor March 2012 –Jan 2013***

***Duties and Responsibilities***

\**Processes guest charges voucher and credit card vouchers.*

*\*Post charges to the guest accounts that have not been posted or were incurred on the night audit shift.*

*\*Transfer charges and deposits to master accounts.*

*\*Checks to see that all charges are assigned to the appropriate departments.*

*\*To verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to PMS system.*

*\*To Verify that all charges posted from the POS Software, SPA software had reached the correct guest folios and also not missing.*

*\*Prints up and files reservations for the next business day.*

*\*Verifies all account postings and balances.*

*\*Verifies that room rates are correct and posts those rates to guest accounts.*

*\*Monitors the current status of coupon, discount, and other promotional programs.*

*\*Is able to function as a front desk agent especially in terms of check-in and check-out procedures.*

*\*Tracks room revenues, occupancy percentages, and other front office statistics*

*\*Serve visitors by greeting, welcoming, directing and announcing them appropriately*

*\*Answer, screen and forward any incoming phone calls while providing basic information when needed*

*\*Receive and sort daily mail/deliveries/couriers*

*\*Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)*

*\*Update appointment calendars and schedule meetings/appointments*

*\*Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc*

***Hilton Alexandria***

***Telephone Operator Jan 2009-Dec 2009***

***Duties and Responsibilities***

*\*Answers incoming calls.*

*\*Directs call to guest rooms, staff, or departments through the switchboard or PBX system.*

*\*Places outgoing calls.*

*\*Receives guest messages and deliver the same to the guest.*

*\*Logs all wake-up call requests and performs wake-up call services.*

*\*Provides information about hotel services to guests.*

***Education***

*\*Bachelor of Tourism&Hotels,Alexandria University, Hotels managements department 2010 – Egypt*

*\*Haccp Course On Ministry Of Health.*

*\*Front Office Course From Ministry Of Tourism.*

*\*Cost Accounting Course From San Giovani Hotel.*

*\*Feasibility Studies Course From Alexadria University.*

*\*Cost Control TrianingFrom Arab Academy.*

***Languages***

*\*Arabic & English (speaking, reading, writing) fluent.*

 ***Skills:***

*\*Familiar with most of full Package account applications.*

*\*Strong communicator, ability to work harmoniously with a wide variety of employees.*

*\*Good knowledge of professional accounting principles and procedures.*

*\*Ensuring regular and timely Account reconciliation and Subsequent follow up actions.*

*\*Management of document handling and data input.*

*\*Able to work under pressure. Willing and able to learn.*

*\*Strong organizational motivation and development skills in a multi-cultural environment*

***Personal information:***

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| ***18-Oct-1988*** |  | ***Date of Birth :*** | ***Male*** | ***:*** | ***Sex***  |
| ***Tourist*** |  |  ***VISA :*** | ***Egyptian*** | ***:*** | ***Nationality***  |
|  |  |  | ***Alexandria*** | ***:***  | ***Place Of Birth*** |