Wael December 1981

Tunisian

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# PERSONAL PROFILE

* Holder of personal contacts in Hospitality, Events and government.
* Very skilled at delivering and utilizing lucrative strategic alliances both in and outside the organization.

# QUALIFICATIONS

* 7 years of Government Relation experience.
* Professional attitude, good communication skills
* Leadership and organizational skills, planning and projects set up.

# Professionalexperience:

* **Experience 1:** *May 2010 to May 2013:*

Health and Beauty Institute Supervisor at One & Only Royale Mirage Hotel Dubai:3 years

**Job Description**

ESSENTIAL FUNCTIONS
• Full responsibilities of Spa and Fitness facilities and operations throughout the hotel
• Prepare monthly financial statistical reports for the hotel General Manager incorporating proposals and recommendations regarding policy and operation taking into account competition, occupancy and usage, market share and achievement of targets.
• Establish cost effective wage and commission structures based on productivity and efficiency.
•Liaise with the Director of Marketing in the preparation and development of marketing plans for the year and coordination of promotional plans and projects for the facilities.
•Liaise with the Hotel management Accountant on forecasts, stock levels, requisitions, budget, targets, etc. and ensure a par stock level appropriate to business demands.
• Implement and maintain the reporting procedures and control system.
• Maintain and update equipment, product, service and standards required.
• Deal with problems, enquiries and complaints from Spa and Fitness guests
• Instigate and manage all systems in the Spa and Fitness throughout the whole hotel.
•Ensure that all operational procedures are carried out in the prescribed manner.
•Ensure that a high standard of cleanliness is maintained throughout the facility at all times.
•Ensure that the Health and Safety Policy is adhered to and the systems and procedures are maintained at all times.
• Directly responsible for overseeing and maintaining the high standard.

* **Experience 2: December 2013 to January 2017**

# Government Relation Officer atHabtoor Group & Starwood Hotels: 4 years

**Responsibilities and Assignments:**

-Responsible to all government related , visa applications and license applications to the hotel and assist to maintain open lines of communication with the various Government and Municipality agencies .
Working hours as business demands

Skills and Knowledge:

* Good connection in all the Dubai Authority (Immigration, DTCM, Dubai economic, Dubai Chambre, Tarakhees, DM, civil defence with very good knowledge for all the section, all license and permit approve in short time.
* Strong Communication skills (verbal, listening, writing) English & Arabic
* Innovative
* Active and reliable
* Able to work alone and within a team

**Education:**

 Good level of English essential

 Skills and Knowledge:

 Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

 Writing - Communicating effectively in writing as appropriate for the needs of the audience.

 Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentence

 Excellent Computer Skills - Using basic computer hardware and software (e.g., personal computers, word processing software, Internet browsers, etc.). .

 Originality - The ability to come up with unusual or clever ideas about products, services or situations, or to develop creative ways to solve a problem.

 Adaptability - Ability to effectively adjust to major changes in work tasks or the work environment.

 Communication - Skilled at clearly conveying information and ideas through a variety of media; engaging the audience and helping them understand and retain the message.

 High Work Standards - Sets high standards of performance for self and others; assumes responsibility and accountability for successfully completing assignments or tasks.

 Problem Solving/Decision Making - Ability to identify and understand issues, problems, and opportunities; using effective approaches for choosing a course of action or developing solutions.

 Stress Tolerance - Ability to maintain stable performance and positive relationships with others while under pressure or opposition.

** SPECIFIC DUTIES**

The following are specific responsibilities and contributions critical to the successful performance of the position:
Ihave a working knowledge of all Corporate and Hotel operating procedures.
 File visa application for guests and employees and ensure a timely approval.

 Ensure that associates who have direct contact with guests must have their food handling card.

 Maintain a weekly cost overview with detailed justification.

 Assist with applications for various licenses needed for the Hotel i.e. liquor, Hotel, entertainment etc.

 Maintain a passport file system in the office.

 Monitor the visa, occupational card and passport expiration of all the associates.

 Accompany employees to the airport at the end of their contract to ensure visa cancellation.

 Responsible for following up online pending visas at the Immigration office for verification

 Responsible of sending all the documents for Medical, EID, cancellation, OHC, change of status typing to the typing centre and collecting the applications if it’s required

 Responsible of assisting new associates for visa and OHC Medical from the Hotel to Hospital and vice versa.

 Responsible of Collecting EID cards, OHC cards from the respective Govt. Authority and send an email to Director.

 Responsible of Assisting terminated staff to the airport to ensure their exiting the country as per the company’s policy

 Responsible for any attestation of documents required by the associates as well as the Hotel documents attestation.

 Assistant if required in providing update regarding any pending visas, EID, OHC card in a daily basis.

 Responsible of following up with the team and tracking the cancellation applications, change of status, while processing visa applications

 Responsible of the guest visas in case of any visa was pending or rejected.

# Courses and Trainings

* Summer 2012: CRISP New supervisor training.
* Summer 2011: Level 2 Awards in emergency, first Aid at work.

## EDUCATIONAL BACKGROUND

2005 - 2009 Graduated in business administration: High School Of Commerce - UHEC Tunis

2004 Economic and Management baccalaureate.

## COMMUNICATION SKILLS

Fluently master the following languages: English, Arabic and French

(Reading, Writing, and Speaking)

## COMPUTER SKILLS

Microsoft office applications (Microsoft Excel, Word, Power point.)

**OTHER:**

Valid UAE Driving License.