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| Fares |
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| Summary | | | |
| I am an experienced hotel professional with strong Rooms operations background within international hotel chains. Pre-opening experience and proven records of knowledge and skills in revenue planning, budgeting, forecasting, and selling skills within local and global markets.I am looking for an opportunity in the rooms department at your esteemed company where I can use my expertise and skills that will help develop teams and contribute to achieving concrete results and progressive growth to the company. I believe that I am the right person to do the job as I consider career growth and development are important values to me. | | | |
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| Work Experience | | | |
| Manager, Front Office/ May 2015 - Present | | | |
| **Amari Doha Hotel**Doha – Qatar | | | |
| Handling day to day operations of the Front Office, Housekeeping, SPA and Security in which I am in charge of rooms’ division department and make sure standards are met and targets guests’ needs and employee satisfaction.  Maximizing revenue and financial performance are my qualities in wide strategies are developed and implemented to meet the expectation of the brand. Loyalty program Champion of the property. Other responsibilities include revenue management and overlooking reservations operation and conduct weekly/ monthly forecasts and revenue meetings to discuss strategy.  Preparation of the budget and profit and loss critique. Conducting performance appraisals for the team members, coaching and training. | | | |
| Work Experience | | | |
| |  | | --- | | Front Office Manager (Pre-opening)March 2012 – April 2015 | | | | |
| **Suite Novotel Riyadh Olaya Hotel**Riyadh – Saudi Arabia | | | |
| Pre-opening FOM managing all aspects of Front Office department.Areas include hiring, training, SOPs implementation and system configuration to meet the property’s brand level. Ambassador of the loyalty program of the property in which I am responsible for training and enhancing guest experience and recruiting loyal guests.  Involved in business planning, budgeting, revenue analysis and monthly segmentation reports for the head office and profit and loss critique. Forecasting skills and strong knowledge in RFP and global e-commerce with online distribution systems. | | | |
| Work Experience | | | |
| **Front Desk Supervisor** – April 2007 – February 2012 | | | |
| **Amman Marriott Hotel**Amman - Jordan | | | |
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| Oversee that guests are welcomed, registered into the hotel and assigned an appropriate room or suite. Perform or delegate varioustasks, such as making or confirming reservations, verifying and collecting guests' payments, issuing room keys and contactinghousekeeping or maintenance when guests report a problem, resourceful, taking ownership of problems and issues that arise andhave excellent problem-solving skills.  Working with groups coming from Sales booking center and to assign rooms and file events contracts. Managing all VIP arrivals and making sure all is in place and confirmed with personal check and involvement and coordination with other departments.  Provide hotel clerks with necessary training and support, maintaining all essential front desk equipment and supplies, as well ascontrolling guests' access to safe deposit boxes. Other responsibilities include tracking and posting appropriate charges to guests' accounts; completing bookkeeping duties, like balancing accounts and conducting night financialaudits; otherpart of my daily tasksrecording and referring patron comments and complaints to the appropriate manager. | | | |
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| Work Experience | | | |
| **Guest Services Agent** / April 2004 – March 2006 | | | |
| **Sheraton Amman Hotel and Tower**Amman - Jordan s | | | |
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| Greet arriving guests, assign rooms, issue keys and ascertain guest payment and billing information. Coordinate with housekeeping, bell service staff and management to fulfill guest requests. Provide guests with access to hotel services, Ensure that mail, faxes and packages are delivered in a timely manner. Resolve issues to the guest's satisfaction, serve as concierges, assisting guests with ground transportation, restaurant or entertainment reservations and providing other information about the locale | | | |
| Academic Education | | | |
| Dates of Attendance :September 1999To June 2003 | | | |
| Zaytoona Private University of JordanAmman - Jordan | | | |
| Bachelors degree – Degree 70.8% | | | |
| Spoken Languages  Arabic  English  Fair French | | | |