

***Name****: Muneer*

***Address****: Jordan*

***Marital status****: married.*

***Date of birth****: 02/11/1973*

***Email****:* [*muneer.354703@2freemail.com*](mailto:muneer.354703@2freemail.com)

*Bachelor degree of economics and administrative sciences 1996.*

Work experience

*Hilton Al Ain .*

*Night manager at Movenpick resort &residences Aqaba.*

*As a duty managers, front office is certainly a corner stone in my frame of work therefore I am responsible directly of applying all operational standard manuals as in:*

* *Ensure adherence to the company polices*
* *Ensure procedures are efficiently followed*
* *Monitor billing procedures*
* *Ensure all front office documents and records are maintained*
* *Ensure all front office areas are neatly maintained all times.*
* *Responsible for handling room reservations.*
* *Responsible towards guest ledger, long stay, pay masters.*
* *Recommends changes in methods, employees.*
* ***Skills***
* *Upselling techniques.*
* *On, off job training skills*
* *Minimum hospitality requirements.*
* *Handling complains & Requests , Hospitality guarantee program*

*Tour leader.*

*As a tour guide \ leader I was responsible for all issues concerning my groups, worked with several travel agencies especially the Dutch, 2010-2012.*

*Interpreter.*

*I had the opportunity to work for the American company (Global linguist solutions \GLS),2008-2010.*

*Own company-The Netherlands 2000-2008*

*I went to Holland in 2000, starting from voluntary jobs to different jobs in hospitality ending as a manager of my own cleaning company hiring 8 to 40 people.*

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*Languages*

*English: excellent* *Dutch: excellent Flemish: excellent*

*Arabic: native German: fair*

Computer skills

Opera front office : excellent

Microsoft office : very good

Internet applications: very good