 **ABDELLATIF**

Address: **-** Dubai

Email: abdellatif.356720@2freemail.com

Visa status: **-** visit visa

PERSONAL INFORMATION Date of Birth: 04/01/1986

Gender: Male

MaritalStatus: Single

Nationality : Egyptian

Military Service: Not Required

 Education:-

Ain Shams University, Cairo, Egypt

Faculty of Languages (AL sun).

Department Slavic Languages Russian Language and Literature (also translation, Grammar, essay and poetry)

Received in: - May 2012

General Grade: - Good

Bachelor’s degree, Russian Customer –oriented Sales Guided Tours Course 2014

 Skills: -

*Languages*:

Russian

English

Arabic

 Computer Knowledge:

ICDL V5 2015-2016 (Windows, MS Office)

 Position:

Sales Manager

 Organization:

De La Rose Spa company, Egypt.

 Started working from

January 2007

 Till:

December 2010

 Hotels:

 Ali Baba beach resort Hurghada Egypt, Madinat Makadi, Arabia beach, Beach Albatross, Dana beach.

 Job description:

Actively promotes membership sales to reach

Individual targets,

Ensure spa membership department budgetary

Goals are achieved,

Ensures Spa members profile and documents are

Up to date and kept secured,

Handles Spa members reservation,

Recommends products and service in a sensitive

And personalized matter to Spa members,

Creates ways and programs that would maximize Spa membership,

Manages the monthly statistics & administrative Reports for Spa membership,

Actively participates in daily briefings Departmental meetings and scheduled training Sessions,

Display warmth, care and genuine enthusiasm When dealing with guests Spa members and Internal customers,

Promotes a safe working environment ,Performs any additional duties as assigned by The director of Spa ,

 Position:

 Spa manager

 Organization:

 De La Rose Spa company,Egypt

 Started working from

 January 2011

 Till:

 January 2017

 Hotels:

 Mercure Hotel Egypt , Mercure Cairo Le Sphinx

 Job description:

 Spa manager are responsible for the daily routine operations of health and beauty Spas,

 Manage Spas finances, employees and services,

 Spa manager create weekly work schedules, train new employees,

 Must have high quality of customer service and promotes good Public relations,

 Handles customers complaints,

 Manages staff quality control,

 Help and motivates staffs to achieve company goals,

 Stuff recruitment with HR department,

 Following up on housekeeping and engineering requests,

 Prepares reports as requested by operations manager,

 Help and assists the staff to achieve targets,

 Manages staff and their work,

 Follow up staff performance,

 Making briefing meetings for staff, performs decision making,

 Have strong leadership, and having charisma also,

 Check stock for products needed, Able to work as a team.