

***Wael***

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***Personal Information***

*Nationality* *: Egypt*

*Birth date* *: 05/07/1986*

*Gender* *: Male*

*Marital Status* *: Single*

*Military Status* ***:*** *Finished*

***Work Experience***

***Current Job***

***Job title*** ***:*** *Front Office Supervisor*

***Employer*** *: InterContinental Doha The City*

***Employer Country*** *: Qatar (Doha)*

***From*** ***:*** *February2013****: To*** *Now*

***Previous Job***

***Job title*** ***:*** *Instant Service Centre Supervisor*

***Employer*** *: InterContinental Doha The City*

***Employer Country:*** *Qatar (Doha)*

***From*** ***:*** *December 2011****To*** *February 2012*

***Job title*** *: Guest Service Agent*

***Employer*** *: Crowne Palza &Stay bridge Suites Yas Island Abu Dhabi*

***Employer Country:*** *United Arab Emirates*

***From*** ***:*** *September 2010* ***To*** *December 2011*

***Job title*** *: Front office Agent*

***Employer*** *: Seagull Resort &Club (5 \* hotel) (710 room)*

***Employer Country:*** *Egypt (Hurghada)*

***From*** ***:*** *September 2009* ***To*** *Aug2010*

***Job title***

***Employer***

***Employer Country***

***From***

*: Telephone Operator*

***:*** *Grand pyramids Hotel (5 \* hotel) (300 room)*

*: Egypt (Cairo)*

***:*** *September 2006* ***To*** *January 2007*

***Job title*** ***:*** *Business Centre Agent*

***Employer*** ***:*** *Baron Hotel in Cairo*

***Employer Country:*** *Egypt (Cairo)*

***From*** ***:*** *January 2006* ***To*** *September 2006*

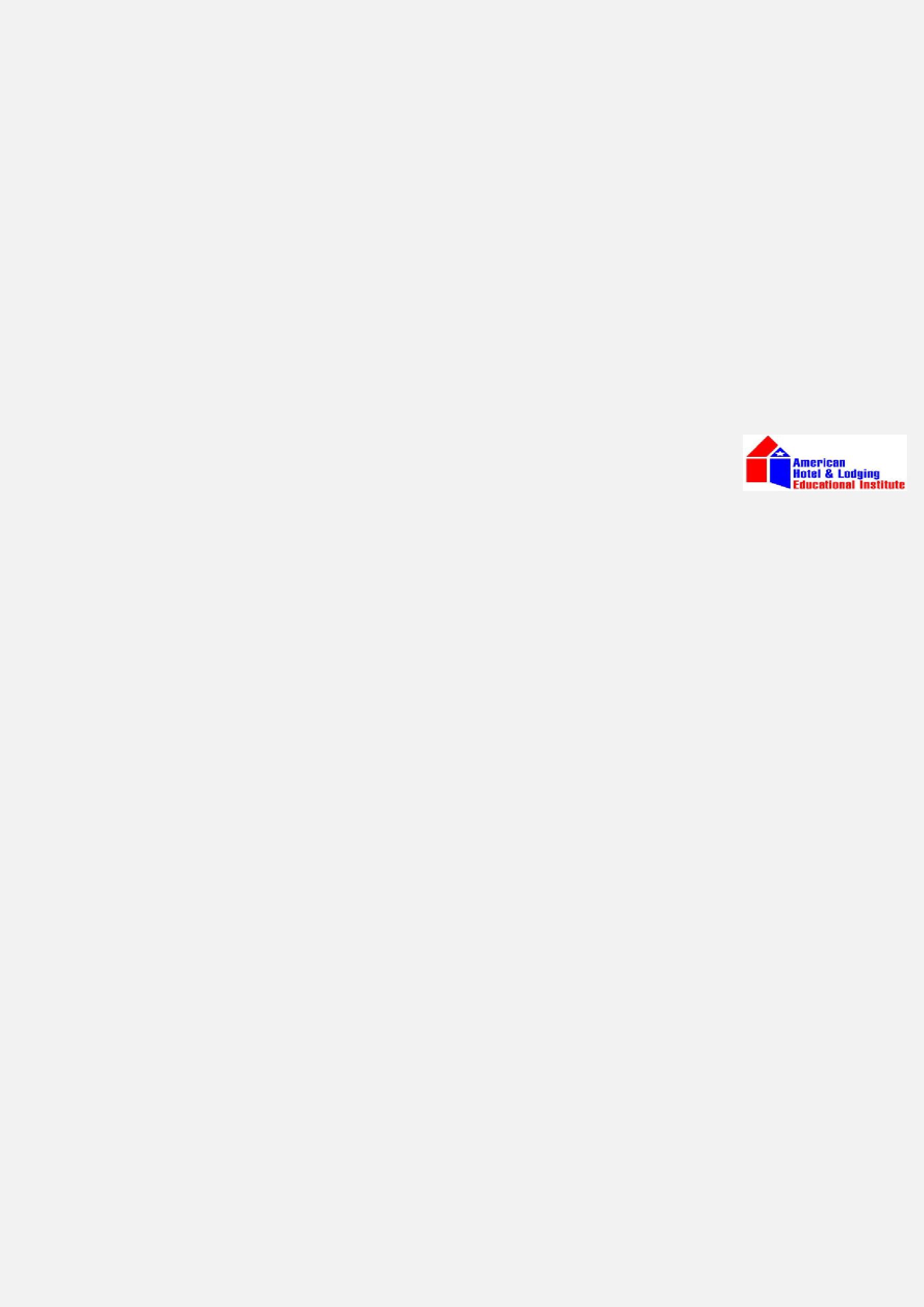
***Job title*** ***:*** *Telephone Operator*

***Employer*** ***:*** *Baron Hotel in Cairo*

***Employer Country:*** *Egypt (Cairo)*

***From*** ***:*** *September 2005* ***To*** *January 2006*

***Education***

***First University Degree*** *: B.Sc. Tourism & Hotels*

***University*** *: Cairo Institute*

***Major*** *: Tourist Guidance*

***Grade*** *: Good*

***Graduation year*** *: 2005*

***Languages***

*Arabic*

*English*

***Technical Summary***

* *To be aware of all activities inside and outside the hotel and its layout To extend a personal service to the guests and assist them in all their requirements To handle the guest's mail, take telephone messages and ensure that all faxes mails, and messages are distributed promptly To ensure that there exists an up-to-date selection of booklets, guides, maps and*

*brochures for tourists and business travellers To place emphasis on in-house restaurants and its facilities*

***Courses***

* *Egypt Tourism Workforce Development project (ETWDP) From (***American Hotel &Lodging Educational Institute***)*
* *ALDP (Accelerated Leadership Development Program) From InterContinental Hotels Group*
* *Traveller Safety EMEA*
* *IHG Management of Leisure Safety EMEA*
* Security Awareness for Manager on Duty EMEA

***Computer Skills***

*(Ward- Excel-PowerPoint)*

*Front office system : Fidelio 7.14 & suite 8 &* ***Opera***

*(****QMES****) Quality Management and Engineering System,*

*(****Skytel****) Sky Telephone Information System,*

*(****NEVOTEK****) Telephone Report System,*

(***VICAS) samsoteck*** *ID Systems*

***Availability & Job Requested***

***Availability*** *: I am able to start work after One month from announcement*

***As*** *: Full Time*

***Rank*** *: Senior*

***Job field*** *: Hotel ,Tourism, Customer Services*