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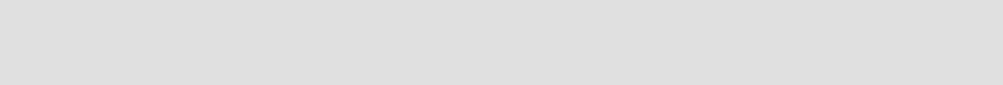
**About Me**

**Height**: ( 182 cm)

**Nationality**:

Tunisian

|  |  |
| --- | --- |
| **Name : Jemai** | **.** |



**Competency Summary**



**Experiences:**

* Sales & Marketing
* Yeid Management
* Budgeting.
* Customer services & Hotel Operation

**Objectives :**

Having worked within hotels & Retails industry, Sales & Marketing Department, and Hotel Operation for over 15 years within GCC country , have developed a wide range of skills that would meet and exceed the expectations for the role*.*



**Career History**



**From August 2018 Till Date**



**Location: Doha**





**Position: Events -Sales & Marketing Manager**



* Responsible for researching and developing marketing and sales opportunities.
* Planning and implementing new sales plans
* Analyzing budgets, preparing annual budget plans, scheduling expenditures, and ensuring that the sales team meets their quotas and goals
* Researching and developing marketing opportunities and plans, understanding consumer requirements, identifying market trends, and suggesting system improvements to achieve the company's marketing goals.

**From May 2018 to May 2019**



**Location: QATAR-Doha Company/ANSAR GALLERY GROUP**



**Position: A. showroom Manager**



**Languages:**

Frensh ,English ,Arabic

**Education**

* Bacalaureat Economy/Gestion
* Brevet Technicien Professionel en Informatique
* Brevet Technicien Professionel en Accueille Et Réception

**Task :**

* Deliver superior service and maximize customer satisfaction
* Respond efficiently and accurately to customer complaints
* Regularly review product quality and research new vendors
* Organize and supervise shifts
* Appraise staff performance and provide feedback to improve productivity
* Estimate future needs for goods, kitchen utensils and cleaning products.
* Control operational costs and identify measures to cut waste.
* Checking of any deliveries including food and handling the delivery notes to the account department.
* Develop of sales and planning

**From Oct 2015 to May 2017**



**Location: United Arab Emirates, Sharjah**



**Company/Organization: Tulip Inn Hotel**



**Position: Executive Assistant Manager (Hotel Manager )**



**Computer Skills**

POS System

Opera System

Word ,Excel

Powerpoint

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Head of Hospitality, managing a team of 55 colleagues and reporting to the Managing Director

Tulip Inn Hotel, a Deluxe 4 star luxury franchised and managed by Emirates Grand Hotel Group that offers Arabian warmth combined with chic interiors That’s located at heart of the city comprising of 127 elegantly furnished rooms that caters to both business and leisure clientele. Two Restaurants , One Banquet Room.

EAM Reported to Managing Director.

**Achievements**:

Selected as Hotel Manager for a 127-room property with AED 5 Million revenue NOP 2015 .Managed all Hotel activities with duties including hiring, supervising, and training the staff for over 55 employees, reviewing of P&L statements, room division operation budgeting and forecasting ,revenues and expenses, sales strategies and yield management, staffing levels, security-related matters, and all other property issues.

* Successfully increased revenues by 10 % VS 2014 and
* Successfully increased NOP 2015 VS 2014
* Successfully increased F& B Revenue VS 2015
* Increased guest satisfaction Review by 12 % from previous year.

**Responsibilities:**

Provided keen oversight to daily operations, housekeeping, hotel maintenance, staff management, grounds upkeep, front desk operations, concierge, valet security and reservation department to ensure a smooth operation.

* Conduct daily / weekly HOD meeting to discuss the operation issues / Matters.
* Work on Client satisfaction tracking system for enhancing the satisfaction level of the Client through feedback collected regularly.
* Conducting Hygiene inspection and conveying feedback to all staff.
* Plan Sop’s and support sales and marketing activities.

**From April 2015 to Oct 2015**



**Location: United Arab Emirates, Dubai**



**Company/Organization: Avari Hotel (4\*)**



**Position : Custer Sales Manager**

**Duties:**

* + Developing and managing sales strategy & driving performance to achieve and exceed goals, Managing contacts and key business relationships to ensure maximum customer satisfaction.
* Analysis local market trends and competitor activity to identify business leads
* Develop customer accounts and travel within the local area to drive business into the hotel and increase market/customer share in all revenue streams
* Negotiate room rates/packages with corporate clients
* Develop and implement creative local marketing channels
* Prepare company contracts for the hotel in accordance with

current business and pricing conditions

* Work within current business strategies and recognising potential opportunities
* Cooperate with other departments in the hotel to create an exceptional Guest experience and build strong, comprehensive sales programs
* Attend Sales events as required

**From July 2011 to Spt 2015**



**Location: United Arab Emirates, Dubai**



**Company/Organization: Belvedere Court Hotel (4\*)**



**Position: Leisure / Corporate Sales Manager ,**

Responsibilities :

Responsible for developing business through pro-active direct sales , marketing, telemarketing, direct mail, appointment calls and site inspection of the hotel. Also develops strategic action plans for Belvederel to drive measurable, incremental sales revenue.

Duties :

* Responsible for Corporate and leisure Room Sales for the hotel.
* Managing contacts and key business relationships to ensure maximum customer satisfaction.
* Analysis local market trends and competitor activity to identify business leads.
* Develop customer accounts and travel within the local area to drive business into the hotel and increase market/customer share in all revenue streams
* Negotiate room rates/packages with corporate clients
* Develop and implement creative local marketing channels
* Prepare company contracts for the hotel in accordance with current business and pricing conditions
* Work within current business strategies and recognising potential opportunities
* Cooperate with other departments in the hotel to create an exceptional Guest experience and build strong, comprehensive sales programs
* Attend Sales events, as required
* sales effort, Booking engine, Mice Company, Events company.
* Builds and strengthens relationships with existing and new customers to enable future bookings. Activities include sales calls

**From April 2010 to Juin 2011**



**Location: United Arab Emirates, Dubai**



**Company/Organization: Park Regis Stay Well Hotel Group. (5\*)**



**Position: Sales & Marketing Manager** **.**



Duties :

* Responsible for Corporate and leisure Room Sales for the hotel.
* Identify new markets and business opportunities and increase sales.
* Conducts daily sales calls and arrange site inspection trips to hotels by corporate / Tour operator clients.
* Develop new business through online marketing.
* Developing and managing sales strategy & driving performance to achieve goals.
* Managing contacts and key business relationships to ensure maximum customer satisfaction.
* Analysis local market trends and competitor activity to identify business leads.

**From Oct 2007 to Feb 2010**



**Location: United Arab Emirates, Dubai**



**Company/Organization: Splendid Hotel Apartments**



**Position: Night Manager**



**Tasks:**

Responsible for all activities relevant to the Front Office during the Night Shift such as the reception, reservations, telephones, check in / out, rooming of all Hotel guests, cashiering, auditing, providing guest

service and assisting them with inquiries.

* Manage the shift of the front desk in order to ensure customer satisfactionand to maximize the profit of the hotel .
* Lead the shift within the front desk ,ensering that the work climate is in compliance with the company policies and procedures .
* Verify the accuracy of data by auditing preliminary reports and by making correct corrections before totals are finalized and before the run of the night audit .
* Verify that all posts room charges and taxes to guest accounts.
* Verify all new and existing PM rooms (the new posted charges)
* verify that all transactions performed at the front desk are supported by documentary evidence and signatures as necessary and that they have been correctly posted and allocated in to PMS system.
* Verify that all charges posted from the POS Software, SPA software had reached the correct guest folios and also not missing.
* Prints up and files reservations for the next business day.
* Verifies that room rates are correct and posts those rates to guest accounts.
* Print the Outlet wise sale report from the Front office software ( PMS) and tally / balance the revenues with similar report from the Point of Sale ( POS ) software
* Run night audit reports/journals from the front office system and point of sale after insuring all revenues are correctly balanced and accounted for.
* Balance all revenue and settlement accounts nightly, maintain files and reset the system for next day operations.
* Prepare guest bills for next-day checkouts and process reservation cards