Amr

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**Professional experience:**

-**Novotel & Adagio Al Bustan Complex Abu Dhabi U.A.E (640) Rooms** 

 **Safety & Security Manager from Oct 2013 till present. (Opening Team)**

* Advise management in improving and carrying out policies in accordance with security and institutional, state and legal regulations
* Ensure that all hotel areas and the complete property are adequately secured at all times
* Direct preparation and distribution of written and verbal information to inform managers, employees and others of security policies, procedures and practices
* Manage the design and development of specialized training to guide security officers and others through security decisions and actions
* Represent the Hotel in formal meetings with outside organizations on matters dealing with security and protective services
* Ensure that all allegations of the crime and other incidents are investigated and recorded
* Prepare annual security goals
* Be familiar with the anti-terrorist and bomb threat prevention procedures in order to manage the team with prompt assistance in case of an accident, fire or other emergency
* Manage the Security Guards.
* Conducts briefing for the Security Guards.
* Assigns duties as per the instructions i.e. Events, etc.
* Prepares duty roster.
* Prepares the attendance sheet.
* Conducts training, orientation for new security staff.
* Always ensures the safety, efficiency, and professional daily operation of the Security department.
* Sets a high example in regard to punctuality, appearance, courtesy, performance, attitude, leadership, guest relationship, observance of the house rules, loyalty to Management and

Inter-department coopera

* Follows up with the Banqueting/Front Office Department regarding events and VIP arrivals.
* To record all maintenance reports in the electronic log in daily basis.
* Coordinates with the Local Police, CID should there be a need with the approval of Security Manager.
* Note the hotel property damages, incidents and report it to the security manager
* Attends to Guest’s needs and solving problems.
* Patrols and guards all of the hotel’s areas.
* Safe guard all the hotel access points.
* Monitors designated areas on the closed CCTV.
* Ensures that Fire Exit doors are clear and free from any safety hazards
* Ensures that fire and safety equipments are in its places and complete with good conditions.
* Ensures that doors and gates or barriers that are supposed to be indeed locked.
* Controls the security check point at the hotel staff entrance as following:-
* Helping hotel employees in signing in and out process.
* Assist in establishing policy and processes for accident compensation and employee rehabilitation
* Handle all communication concerning occupational health and safety and inform the HR Manager of the day to day issues
* Monitor staff adherence to workplace health and safety procedures
* Ensure staff of the establishment are aware of their rights and responsibilities as well as the Hotel’s rights and responsibilities
* Plan and co-ordinate activities which ensure the prevention and control of potential hazards
* Logging visitors, suppliers and contractors and giving them access passes
* Checking staffs that are taking out Hotel’s belongings or gifts and checks if they have a pass.
* Checking all gate passes for hotel equipments /assets.
* To perform all tasks consistently in line with the Hotel standards.
* To treat guests and colleagues in a polite and courteous manner.
* To adhere to all legal and statutory requirements.

**-Fujairah Rotana Resort &Spa U.A.E. (250) Rooms** 

 **Chief Security Officer from Dec 2011 till Sep 2013.**

* + Interact with Guests as well as individuals outside the Hotel including, but not limited to law Enforcement Agencies, Government Officials, other Chief Security Officers and members of the local community.
	+ Direct and coordinate the activities of all security personnel.
	+ Ensure that all Hotel areas and property are adequately secured at all times.
	+ Coordinate outside police agencies in the investigation and handling of crimes, accidents, etc., involving the Hotel, its Employees, or Guests.
	+ Prepares daily incident reports, requisitions, and other inter office memos.
	+ Ensure that all allegations of the crime and other incidents are investigated and recorded.
	+ Prepare annual Security goals.
	+ Liaise with department heads to ensure Hotel staffs are adhering to established security procedures.
	+ Become a member of the appropriate Hotel Security Officers Association.
	+ Establish comprehensive key controls.
	+ Responsible for found property deposited with Security for safekeeping.

* **Aloft Abu Dhabi U.A.E. (408) Rooms**

 **Acting as Security Manager from June2010 till Dec 2011**

* Follow up with the banqueting/Front office Department regarding events and VIP arrival. 
* To fill in maintenance requests.
* Coordinates with the Local police, CID should there be a need.
* Check the property daily for any damage, incident. etc.
* Attends to guest's needs and solving problems.
* Submits reports to the Hotel GM & Director of Operations daily.
* **Security Supervisor Nov, 2009 till june2010**
* Supervises the other security officer.
* Conducts briefing for the security officer.
* Assigns duties as per the instructions i.e. Event, etc.
* Prepares duty Rota.
* Prepares the attendance sheet.
* Conducts training orientation for new security staff.
* Acts as reliever for days off.
* Patrols and guards all of the hotel's areas.
* Guards entrance and exits.
* Submits reports to the security Manager daily.
* Monitors designated areas on the closed CCTV.
* Ensure that fire exit doors are kept free of blockage at all times.
* Ensure that fire and safely equipment are their right places.
* Ensure that doors, windows and gates that are supposed to be locked are indeed locked.
* Helping the staff in their logging in and out.
* Ensure that all information is properly logged daily dispatch report.
* Checking all gate passes for hotel equipment.
* **U.A.E Driving License.**

* **BEACH ROTANA HOTEL ABU DHABI U.A.E (565) Rooms. **
* From December 2006 till Nov 2009 Acting Loss Prevention supervisor.
* Ensure that all firefighting equipment is in working condition and that emergency
* Lights are illuminated.
* Assist the local authorities if any VIP arrives or in case of emergency.
* Ensure that all fire exit and corridors are free from obstruction at all times.
* Sharing ideas in making Local Standard Operation Procedures LSOP.
* Have knowledge in PMS – Fidelio and Opera.
* Having experience in dealing with governmental offices.
* Handle any guest problem or complaint in professional.
* Handle all incoming information with confidentiality and forward to the concerned person.
* To support in emergency situations and accompany guests or team member to authorities / hospital required.
* Assist guest relation with information asked by guests.
* Prepare hand over report from shift to shift.
* Knowledge all security policies, procedure and set standard.
* Make security rounds of the guest floor at regular intervals with notes made in security logbook.
* **Public works authority government Doha State of Qatar.**
* Supervisor security May, 2004 till December 2006.
* Respond to any fire / smoke alarm in the Building and ready to act accordingly.
* Make sure the security rounds in the Building and cars parking area done and ensure the general safety all vehicles and if they are correctly parked.
* Handling the watching camera and control room.
* All precaution in the emergency cases.
* Insure that safety and security procedure is followed.
* **Retaj Hotel Doha State of Qatar. (200) Rooms.**
* Loss Prevention officer May, 2002 till May, 2004.
* Check that all fire equipment is in place and in working order.
* Ensure that the doors to the stores, offices and shops are closed and locked when not in use.
* Monitor the different area of the hotel on CCTV, notice any suspicious actions.
* Make security rounds in the cars parking area and ensure the general safety all vehicles and if they are correctly parked.

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| Languages**Computer Skills:**  | * Arabic mother tongue.
* English written & spoken.
* Microsoft Word – Excel- PowerPoint
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| Objective | I aim to achieve a higher position my field, and gain more experience in hotel tourism industry in general.  |
| Hobbies |  Football, reading sports news, bodybuilding ,Computers  |
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