

 **Mustafa**

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**Personal Information:**

Name: **Mustafa**

Date of birth: **01-08-1971**

Nationality: **Egyptian**

Languages known: **Arabic, English, Russian**

Education: **Technical Institute in 1992**

**Professional Summary:**

Energetic and reliable office manager skilled at working with a diverse group of people. Strong organization, communication and relationship building skills. Eager to bring strong administrative skills to a growing company in need of top level support.

**Skills:**

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| --- | --- |
| * Active Listening
 | * Time Management
 |
| * Co-ordination
 | * Complex Problem Solving
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| * Effective Speaking
 | * Monitoring
 |
| * Critical Thinking
 | * Service Orientation
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| * Management of personnel resources
 | * Judgment and Decision Making
 |
| * Persuasion
 | * Social Perceptiveness
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**Work History:**

**Front Office Manager: Jan 2013 – Feb 2018**

**Spark Residence Deluxe Apartments, Sharjah**

* Staff training and supervision.
* Managing daily front office responsibilities including customer services, maintenance and housekeeping issues.
* Manage and update all marketing websites.
* Developed and launched online reservations.
* Single handedly managed hotel reservations.
* Checked In/Out guests registered and assign rooms to hotel guests.
* Monitoring and coaching billing and invoicing.
* Pay roll and scheduling.
* Day to day financial tasks.
* Established guest payment methods, processed payments and conducted audits to close the shift.
* Directly reported to GM and recommended solutions to guest complains.
* Supervising front desk staff with monitoring and perfecting the appearance of the front office and reception area.

**Front Desk Supervisor: Mar 2008 – Jan 2013**

**Spark Residence Deluxe Apartments, Sharjah**

* Oversee the hotel reservation system to ensure that all is in check and that no slots are left empty
* Assist front desk officers in determining how to handle multiple reservations at all times
* Allocate rooms to guests based on their reservations and provide them with information on what to expect in terms of services and facilities
* Ascertain that all check-in and check-out procedures are properly handled, and manage any issues in real time
* Count cash in cash drawers at the end of each shift to ensure that all is in check, and address any evident discrepancies
* Issue room keys or cards to guests and ensure that they are returned when they check out
* Balance front desk accounts and conduct financial audits in accordance with specified protocols
* Respond to and resolve issues and complaints to ensure repeat business from guests

**Receptionist Front Desk and Night Auditor: Jun 2002 – Jan 2008**

**Spark Residence Deluxe Apartments, Sharjah**

* Greet guests and patrons as they arrive
* Manage the registration process
* Handle guest check-ins and check-outs appropriately
* Operate hotel switchboard, take calls and provide information and transfer calls
* Manage accurate accounting of all rooms
* Take reservations over the telephone, through emails and in person
* Answer queries regarding the hotel’s services, charges, dining facilities, sports facilities and travel directions
* Refer guests to appropriate departments to resolve complaints or provide suggestions
* Compute bills and take payments
* Contact housekeeping and maintenance departments when a problem is reported

**Shift Leader: Feb 1998 – Apr 2001**

**Sheraton Miramar Resort, Hurghada Egypt**

**Receptionist cum Cashier: Sep 1995 - Dec 1997**

**Beach Albatros Resort, Hurghada Egypt**