

ANDRES PIERRE A. HUMBLE

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OBJECTIVES

- To work within the Sales team, this position has responsibility for responding to all Group and Event enquiries in order to maximize revenue & utilization of meeting space working to ensure, at a minimum, delivery of budgeted revenues.
- To manage and convert all business, including contracting, prior to hand over to Event Planning team, in addition to managing group room and function diary inventory.
- To demonstrate high energy levels & provide consistently high levels of customer service.

WORK EXPERIENCE

Sales Manager

March 01, 2017 – Present

Ramada Hotel (04 Star Hotel) – Wyndham Hotels Group

P.O. Box 5750, Adliya Kingdom of Bahrain

Sales Manager

October 09, 2014 – February 20, 2017

Golden Tulip Hotel, Bahrain (05 Star Hotel) – Louvre Hotels & Resorts

Diplomatic Area, Kingdom of Bahrain.

Job Description:

- Handling Corporate, Local Travel Agencies, Sport & local organization groups Accounts and in MICE sector as well.
- Under the direction (and working with) of the Director of Sales & Marketing & General Manager, to take responsibility for the delivery of the annual Marketing Planning process.
- To actively support both the Sales Executives to assist them to carry out their roles effectively.
- To ensure daily Sales Calls (5 – 6 companies a day) and daily & weekly reports to be submitted for visiting companies for potential grabbed business.
- Co-ordinating the activities of the Hotel Sales Team (under the direction of the GM), to ensure the efficient day to day operation of the Sales Department. This position will require regular liaison with the Hotel's General Manager on sales related issues.
- Proactively manage a pre-determined number of key accounts/key prospects and other active accounts to ensure maximum yield in line with budgetary objectives. Maintain valid call objectives and relevant action plans for each key account/key prospect and ensure all follow up is executed in a timely manner.
- Proactively prospecting new accounts for the Hotel and following the sales process through to convert into 'producing' accounts
- Take personal responsibility to ensure that Standards are maintained and that the system is utilised to its full capacity.

- Maintain up-to-date activity and rate information for each account. To understand and be in a position to action any group and events enquiries and ensure accurate hand over and follow up to Events Teams.
- To attend any trade fairs as a representative of Golden Tulip Hotel, ensuring that the quality image of the organisation is portrayed, and that every opportunity is taken to promote the Hotel.

Sales Manager

December 13, 2013– October 01, 2014

Hani Hotels Group (04 Star Deluxe Hotel & Apartments)

Seef District, Kingdom of Bahrain.

Job Description:

ESSENTIAL FUNCTIONS

- Co-ordinating the activities of the Hotel Sales Team (under the direction of the GM), to ensure the efficient day to day operation of the Sales Department. This position will require regular liaison with the Hotel's General Manager on sales related issues.
- Proactively manage a pre-determined number of key accounts/key prospects and other active accounts to ensure maximum yield in line with budgetary objectives. Maintain valid call objectives and relevant action plans for each key account/key prospect and ensure all follow up is executed in a timely manner.
- Proactively prospecting new accounts for the Hotel and following the sales process through to convert into 'producing' accounts
- Take personal responsibility to ensure that Standards are maintained and that the system is utilised to its full capacity.
- Maintain up-to-date activity and rate information for each account. To understand and be in a position to action any group and events enquiries and ensure accurate hand over and follow up to Events Teams.
- To attend any trade fairs as a representative of Hani Hotels Hotel, ensuring that the quality image of the organisation is portrayed, and that every opportunity is taken to promote the Hotel.
- To take personal responsibility for understanding the Marketing plan of the Hotel and the required budgetary guidelines, to enable empowered decisions in all rate negotiations.
- Under the direction (and working with) of the Director of Sales & Marketing & General Manager, to take responsibility for the delivery of the annual Marketing Planning process.
- To actively support both the Sales Executives to assist them to carry out their roles effectively.
- To ensure daily Sales Calls (5 – 6 companies a day) and daily & weekly reports to be submitted for visiting companies for potential grabbed business.

SUPPORTIVE FUNCTIONS

- Communicating client requirements in a timely and accurate manner to all internal departments as required, ensuring delivery of superior guest service.
- Re-negotiation of SET agreements within budgetary guidelines of all corporate accounts within agreed time frames. Ensuring accurate follow up and communication both internally to reservations and accounting departments, and confirmation to client. Ensure property rates sheets are accurate at all times.
- To take responsibility for the compilation and execution of quarterly sales action plans as agreed with General Manager. Communicate any obstacles to completing action plans to GM.
- To arrange and manage familiarisation trips and educational in line with business needs.
- Participate in marketing strategies and take responsibility for agreed projects, such as direct marketing, production of sales collateral and advertising campaigns, in support of DOS.
- Participate in weekend Duty Management Shifts at the Hotel.

- Proactively respond to any Group/banqueting requests, checking space/rates in Opera and communicating to Events Managers for further follow up.
- To take responsibility for the organisation, administration and minutes of the quarterly.

SalesManager

December 13, 2012 – December 13, 2013

AlMurooj Hotel (04 Star Boutique) (Al Namal Group of Companies)

Juffair, Kingdom of Bahrain.

Job Description:

ESSENTIAL FUNCTIONS

- Proactively prospecting new accounts for the Hotel and following the sales process through to convert into 'producing' accounts.
- Maintain up-to-date activity and rate information for each account. To understand and be in a position to action any group and events enquiries and ensure accurate hand over and follow up to Events Teams.
- Co-ordinating the activities of the Hotel Sales Team (under the direction of the GM), to ensure the efficient day to day operation of the Sales Department. This position will require regular liaison with the Hotel's General Manager on sales related issues.
- Proactively manage a pre-determined number of key accounts/key prospects and other active accounts to ensure maximum yield in line with budgetary objectives. Maintain valid call objectives and relevant action plans for each key account/key prospect and ensure all follow up is executed in a timely manner.
- Take personal responsibility to ensure that Standards are maintained and that the system is utilised to its full capacity.
- To attend any trade fairs as a representative of Al Murooj Hotel / Al Namal Hospitality Group, ensuring that the quality image of the organisation is portrayed, and that every opportunity is taken to promote the Hotel.
- To take personal responsibility for understanding the Marketing plan of the Hotel and the required budgetary guidelines, to enable empowered decisions in all rate negotiations.
- Under the direction (and working with) of the General Manager, to take responsibility for the delivery of the annual Marketing Planning process.
- To actively support both the Sales Executives to assist them to carry out their roles effectively.
- To ensure daily Sales Calls (5 – 6 companies a day) and daily & weekly reports to be submitted for visiting companies for potential grabbed business.

SUPPORTIVE FUNCTIONS

- Communicating client requirements in a timely and accurate manner to all internal departments as required, ensuring delivery of superior guest service.
- Re-negotiation of SET agreements within budgetary guidelines of all corporate accounts within agreed time frames. Ensuring accurate follow up and communication both internally to reservations and accounting departments, and confirmation to client. Ensure property rates sheets are accurate at all times.
- To take responsibility for the compilation and execution of quarterly sales action plans as agreed with General Manager. Communicate any obstacles to completing action plans to GM.

- To arrange and manage familiarisation trips and educational in line with business needs.
- Participate in marketing strategies and take responsibility for agreed projects, such as direct marketing, production of sales collateral and advertising campaigns, in support of DOS.
- Participate in weekend Duty Management Shifts at the Hotel.
- Proactively respond to any Group/banqueting requests, checking space/rates in Opera and communicating to Events Managers for further follow up.
- To take responsibility for the organisation, administration and minutes of the quarterly Advisory Board meetings.

Assistant Sales Manager

June 01, 2012 – December 10, 2012

Le Meridien Hotel, Starwood Hotels & Resorts Inc. (05 Star Deluxe Hotel)

Al Khobar, Kingdom of Saudi Arabia

Job Description:

ESSENTIAL FUNCTIONS

- Co-ordinating the activities of the Hotel Sales Team (under the direction of the DOS), to ensure the efficient day to day operation of the Sales Department. This position will require regular liaison with the Hotel's General Manager on sales related issues to ensure continuity in the absence of the DOM.
- Proactively manage a pre-determined number of key accounts/key prospects and other active accounts to ensure maximum yield in line with budgetary objectives. Maintain valid call objectives and relevant action plans for each key account/key prospect and ensure all follow up is executed in a timely manner.
- Proactively prospecting new accounts for the Hotel and Starwood properties worldwide and following the sales process through to convert into 'producing' accounts
- Take personal responsibility to ensure that Standards are maintained and that the system is utilised to its full capacity.
- Maintain up-to-date activity and rate information for each account. To understand and be in a position to action any group and events enquiries and ensure accurate hand over and follow up to Events Teams.
- To attend any trade fairs as a representative of Le Meridien / Starwood Hotels, ensuring that the quality image of the organisation is portrayed, and that every opportunity is taken to promote the Hotel.
- To take personal responsibility for understanding the Marketing plan of the Hotel and the required budgetary guidelines, to enable empowered decisions in all rate negotiations.
- Under the direction (and working with) of the Director of Sales, to take responsibility for the delivery of the annual Marketing Planning process.
- To actively support both the Banquet Executive and the Sales Co-ordinator to assist them to carry out their roles effectively.
- To ensure daily Sales Calls (5 – 6 companies a day) and daily & weekly reports to be submitted for visiting companies for potential grabbed business.

SUPPORTIVE FUNCTIONS

- Communicating client requirements in a timely and accurate manner to all internal departments as required, ensuring delivery of superior guest service.
- Re-negotiation of SET agreements within budgetary guidelines of all corporate accounts within agreed time frames. Ensuring accurate follow up and communication both internally to reservations and accounting departments, and confirmation to client. Ensure property rates sheets are accurate at all times.
- To take responsibility for the compilation and execution of quarterly sales action plans as agreed with Director of Sales communicate any obstacles to completing action plans to DOS.
- To arrange and manage familiarisation trips and educational in line with business needs.

- Participate in marketing strategies and take responsibility for agreed projects, such as direct marketing, production of sales collateral and advertising campaigns, in support of DOS.
- Participate in weekend Duty Management Shifts at the Hotel as required
- Proactively respond to any Group/banqueting requests, checking space/rates in Opera and communicating to Events Managers for further follow up.
- To take responsibility for the organisation, administration and minutes of the quarterly Advisory Board meetings.

Customer Sales Representative

February 14, 2011 – May 15, 2012

Teletech Business Process Outsourcing – Australian Company

Lipa City, Batangas Philippines

Job Description:

- Resolves billing or service complaints and refers grievances to designated departments for investigation.
- Confers with customer by phone to receive orders for installation, turn-on, discontinuance, or change in service.
- Completes contract forms, prepares change of address records, and issues discontinuance orders, using computer.
- Determines charges for service requested and collects deposits.
- Solicits sale of new or additional utility services.

Sales Executive, Conference & Incentive

September 01, 2007 – December 18, 2010

Le Royal Meridien Beach Resort & Spa /

Grosvenor House West Marina

Starwood Hotels & Resorts

Dubai, United Arab Emirates

Job Description:

- Ensure correct application of enquiry form procedure. Timeline for response back to client is defined by client expectations, which will vary for each request and must be confirmed with client at time of enquiry. (Standard response time is within 24 hours of receiving enquiry)
- Identify operational limitations and sell only what we advertise and can effectively manage operationally
- Traces to be set for every enquiry after a maximum of 24 hours & ensure trace report is completed on a daily basis.
- Compile Contracts for all Group and Events associated business for authorised Hotel signatory
- Ensure that a copy of the proposal and contract are attached to the Business Block for future reference.
- Work closely with the sales team to action enquiries and convert business
- To provide all requested credit information to credit manager including timely communication to client of credit policy, receipt of signed contract and deposit
- Attend daily events briefing providing accurate updates on details of bookings and enquiries

- To attend weekly sales meeting
- To attend weekly revenue strategy meeting chaired by the Revenue Manager
- To ensure tentative business block information is updated on a monthly basis & provide accurate updates to the Assistant Director of Sales to present at the revenue strategy meeting
- Take responsibility & be empowered to make decisions in quoting for business, adhering to the pre-set strategic guidelines.
- Effectively manage time ensuring the completion of all pre-set tasks on a daily basis.
- Ensure site inspections are conducted in a methodical fashion adhering to the core standards of the department
- Must demonstrate an awareness of the importance of body language in communication and interaction with others
- Take part in special projects as directed by the Assistant Director of Sales

Front Desk Assistant / Telephone Operator

November 01, 2002 – August 30, 2007

Le Royal Meridien Beach Resort & Spa /

Grosvenor House West Marina

Starwood Hotels & Resorts

Dubai, United Arab Emirates

Job Description:

- Responsible for transferring Internal and External calls according to the Standards of Performance of the hotel.
- Handling all type of emergencies related to the switchboard.
- Handling tour bookings, Restaurant bookings, PR calls and Flight reconfirmation for the guest.
- To ensure the correct operation of the switchboard to effect the fast and efficient transferring of all calls.
- Taking all guest requests including wake-up call which has to be action speedily and in accordance with the hotel standards/ procedures.
- Ensuring and maintaining the security of information relating to customer and personnel in the hotel.
- Complying with the hotel policies in dealing with guest.
- To be fully informed on the product knowledge of the hotel including local areas.
- Handling the fire panels, lift panels operations and procedures and reporting the same to all concern departments.
- Posting of telephone bills to the system.
- Handling Guest Service Center.
- Handling Espresso, Opera and Fidelio system.
- Performs other functions as assigned by the Immediate Superior.

Duties and Responsibilities:

- Maintaining of high standard of service and friendly atmosphere.
- Establishes and maintain good public relation and rapport to the subordinates.
- Maintain regular contacts and provide efficient services to the guest.
- To meet all the guest needs and expectations.
- Performs other functions as assigned by the Immediate Superior.

PRACTICUM EXPERIENCES

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|----------------------------------|---------------------|--------------------------------|
| May 2003 | Hyatt Regency Hotel | HRD Department |
| | Manila, Philippines | |
| April 2003 | | Hyatt Regency Hotel |
| Manila, Philippines | | Food and Beverage Department |
| March 2002 | | Grand Boulevard Hotel |
| Pastry / Front Office Department | | |
| Manila, Philippines | | |
| February 2002 | | Grand Boulevard Hotel |
| | | Housekeeping Department |
| Manila, Philippines | | |
| January 2002 | | Center for Culinary Arts |
| | | Service and Kitchen Department |
| Manila, Philippines | | |
| March 2001 | | Subic International Hotel |
| | | Front Office Department |
| Zambales, Philippines | | |

PERSONAL INFORMATION

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|----------------------------|---|---------------------------------|
| Date of Birth | : | 7 th of October 1981 |
| Place of Birth | : | Manila, Philippines |
| Civil Status | : | Married |
| Driver's License (Bahrain) | : | 811051307 |
| Nationality | : | Filipino |
| Language | : | English / Tagalog |
| Passport Number | : | P2019817A |
| CPR Number | : | 811051307 |

COMPUTER LITERACY

- Opera System, Fidelio System, Delphi System, MS Windows, Word, Excel, PowerPoint, Microsoft Outlook and Internet.

EDUCATIONAL ATTAINMENT

College: **Bachelor Science in Hotel & Restaurant Management**
1998 - 2002
Our Lady of Fatima University
Manila, Philippines.

Secondary **New Filipino Private School**
1994 – 1998
Sharjah, United Arab Emirates

Primary **Dominican School**
1988 – 1994
Sampaloc, Manila Philippines

REFERENCES:

Mr. Reggie Titus

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Ramada Hotel
Kingdom of Bahrain

Mr. Selim Nseir

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I hereby certify that the above information is true and correct based on my knowledge and belief.

Andres Pierre Abalos Humble