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**Date of Birth:** 10th October 1971  
**Marital Status:** Divorced : Children: 1  
**Nationality:** Kenyan

## QUALIFICATIONS & SKILLS

- Strong organizational and communicational skills, combined with essential interpersonal abilities reflected in my work history.
- Evaluation of the long term viability of projects.
- Experience in tourism, aviation and industrial activities.
- Project management leadership.

## WORK EXPERIENCE

**2013- August to Present.**

**The Domain Bahrain:**

**Head of Events & Govt. Relations:**

Develop relationships with assigned market segment. Respond to incoming inquiries in a timely manner, Prepare contracts and proposals within 24 hours of request. Follow standards for quoting food and beverage and room rental prices, Weekly entertainment and site inspections for potential clients. Working closely with all departments concerned for all events ,Assist with supervision of banquet events in progress; attend sales and catering meetings and Banquet event order meetings. Identify emerging markets and market shifts while being fully aware of new products and competition status, Handling of Groups requests related to mice business. Proven ability to drive the sales process from plan to close Strong business sense and hotel industry expertise.

**2011- 2013 August:**

**Al Areen Palace & Spa, Kingdom of Bahrain**

**Events Manager:**

Managing the strategy and planning of meetings and special events for the resort

Coordinates all amenities and accommodations at the event. Monitoring and controlling event budgets and negotiates all necessary contracts.

Propose new ideas to improve the event planning and implementation process.  
Keep track of event finances including check requests, invoicing, and reporting.

Working closely with the Food & Beverage department, Reservations, & Sales team

Handling of Banquet set-up arrangements, seek to understand the internal/external customer and meet the needs of both the customer and Resort.

Managing of Banquet operations and services, Schedule employees in accordance with the staffing requirements of each function; communicates details of function to employees

## **2011**

### **Moevenpick hotel – Bahrain:**

#### **Events Executive:**

Liaising with clients to ascertain their precise event requirements;  
Producing detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets) agreeing to and managing a budget.

Securing and booking a suitable venue or location according to the clients requirements  
Coordinating staffing requirements and staff briefings.

Liaising with marketing and PR colleagues to promote the event.  
Overseeing the dismantling and removal of the event and clearing the venue efficiently;

Post – Event Evaluation (including data entry such as Monthly Lost Business, & Filing Company details on month to month basis.

Closely work with the Sales, Front Office and Reservations Departments for groups with rooms and events requirements

## **2009 - 2011**

### **Al Areen Palace & Spa, Kingdom of Bahrain**

#### **Events Executive**

Responsible to be the main contact person for events, outlets and in-villa activities for individual and groups.

Compiles contracts for room & events for counter-signing.

Handles inquiries, bookings, communication and implementation of events.

Meet clients to arrange and finalize details of their events.

Follow up on payments and ensure all information is correctly passed to Accounting Department.

Closely work with the Sales, Front Office and Reservations Departments.

**2003 – 2009**

**Gulf Hotel, Kingdom of Bahrain  
Reservations Supervisor**

Duties include managing the daily operations reservations (FIT/Wholesale/Groups) with coordination with Reservation team and group coordinator. Ensure all groups are allocated to correct status as per standard operations procedures and Ensure implementation of the SOP's by supervising and guiding the team (telephone calls, up selling, confirmation in time frame, stress ness and efficiency) Monitor competitor activity daily through test bookings, enquiries through various distribution channels/telephone calls. Perform any other duties as may be assigned by the Reservations Manager/Revenue Manager.

**2002-2003**

**Kenya Aerotech Ltd, Nairobi, Kenya  
Airport Customer Service**

Duties include passenger handling services, check-in, baggage, boarding of passengers, security check health and safety procedures. Duties also included telex services, staff coordination, and customer and passenger inquiries. Fully trained in all aspects of airport ground handling operations.

**2001-2002**

**The Stanley Hotel, Nairobi, Kenya  
Receptionist**

Duties included client liaison front office services, Check-in, telephone bookings, general enquires in addition to coordinating with other departments, paperwork systems and following hotel policy procedures.

**1995-2001**

**Norfolk Hotel , Nairobi, Kenya  
Receptionist/Cashier**

Duties included customer, usual front office services in addition to full cashier/reception responsibilities (Cash handling, invoicing/paper work procedures etc.

**1993-1995**

**The Berners Hotel, London, United Kingdom  
Switch Board Operator**

Duties included full PABX operation, customer inquiries and full range of Front office responsibilities i.e. faxing, filing, staff liaison

**1991-1992**

**Accounts Office**

**Secretary/Reception Clerk**

Duties included Filing, telephone enquires, and word processing, organizing filing systems and general administration were the main activities.

## EDUCATION BACKGROUND

1993-1993	Hotel and Catering Training Co. London UK
1990-1991	Pitman Examination Institute- Mombasa Kenya
1988-1989	White Field School Crickle wood- London UK (GSCE 0' Level's)
1983-1988	Pakistan Embassy School (Secondary School) Jeddah Saudi Arabia (All Major Subjects) Aga Khan Nursery & Primary School Mombasa Kenya.

## TRAINING CERTIFICATES

Word Processing- Pitman:	Pitman Institute- Mombasa - Kenya
Typewriting – Pitman/ New College of: Commerce.	Pitman Institute- Mombasa - Kenya
Telephone Technique:	Berners Hotel- London UK- JW Group
Customer Care Course:	Earls Court-London UK
Diploma:	Hospitality Industry Springboard –London UK
Hygiene for Food Handling:	Hotel & Catering Co London-UK
Basic Telephone Skills:	Lonhro Hotels: Kenya
Dangerous Goods Awareness Course:	Kenya Airport Authority
Telephone Courtesy Skills:	Gulf Hotel-Manama- Bahrain
Excellence in customer care:	Gulf Hotel-Manama-Bahrain
Professional Reservation Sales:	IFH Seminar- Gulf Hotel Manama
Merchandising Training:	helios- Gulf Hotel Manama

## DISTINCTIONS

1996 -Gold Star Award Scheme (Exceptional Performance Month of May-1996)	The Norfolk Hotel- Nairobi Kenya
1997- Gold Star Award Scheme (Exceptional Performance Month of May-1997)	The Norfolk Hotel- Nairobi Kenya
2001- Bronze Award (Employee of the Month April.2001)	The Stanley Hotel-Nairobi Kenya

2004- Arabian Society of Human Resources ARAMCO-The Gulf Hotel Manama  
(Certificate of Appreciation)

2006- Gulf Hotel      The Gulf Hotel  
(Employee of the Month September.06)

2012- First Aid & Fire Safety Training      IPTS (Industrial Petroleum Training Service)

2015 Introduction to Safety Management      Impact Bahrain

## LANGUAGES

Kiswhili      Oral, Written and Read – Mother tongue  
Arabic      Oral- Basic  
English      Oral, Written and Read- Fluent

## INTERESTS

Sports –Swimming, Studying Ancient History & Archeology, Traveling and creative cooking, Social Networking, Learning other languages i.e. Turkish, Spanish learning about other cultures, charity work in Kenya for medical care for underprivileged villages in conjunction with ministry of health.

## REFERENCE

Mr. Steven Daniel- Cluster Director of Sales Ramada & Wyndham Garden Group-Bahrain  
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