

Owese Sayed
Mobile no: +966530723750
E-Mail: Owese16@yahoo.co.in

Personal Statement

I am enthusiastic, passionate, multi-skilled and talented team player, having more than 5 years of industry experience, I believe in using my management skills to the best of my abilities, having worked with groups like the **Hyatt, Hilton, IHG & Accor**. I want to explore my knowledge and skills to make significant contributions towards customer satisfaction and drive my career along with a leading Organization.

Work Experience

Millennium Hotels & Resorts

August 2017

**Copthorne Millennium Hotel
(Saudi Arabia, city: Riyadh)**

Sales Manager

- Responsible for Corporate accounts, lost accounts & Travel agents.
- Responsible for promoting the hotel by road shows, visiting events & exhibitions
- Making weekly action plan, discussing new strategies, packages, rates with the revenue manager, managing global accounts, hotelligence report, RFP's, keeping track on the competition.
- Managing accounts on property management system Opera.

Intercontinental Hotel Group

April to July 2017

**Crowne Plaza Hotel
(Saudi Arabia, city: Riyadh)**

Sales Manager

- Acquiring & developing new business accounts
- Representing hotel in various events & exhibition
- Responsible for Action plan, doing Swot analysis, managing global accounts, RFP's, hotelligence report, monthly reports.
- Managing accounts on property management system Opera

Hilton International

May 2015 to Oct 2016

**Double Tree by Hilton & Hilton Garden Inn
(Saudi Arabia, city: Riyadh)**

Cluster Sales & Marketing executive

- Responsible for corporate Sales
- Responsible to identify new markets & business opportunities to maximize sales

- Managing global accounts, RFP's, keeping track on the competition, Managing hotelligence report, monthly reports, quarterly reports & sending business proposals to clients
- Managing accounts on property management system Onq & Delphi

The Royal Riviera Hotel Doha

August 2014 to December 2014

(Qatar, city Doha)

Sales & Marketing executive

- Market research with the competition
- Responsible for arranging meetings with corporate, giving presentations, pitching for different packages & closing deals
- Planning strategies & sending business proposals to clients
- Managing accounts on property management system opera, coordinating with different departments, managing events & conferences.

Intercontinental Hotel Group

September 2012 to September 2013

(Pre-opening team)

Holiday Inn Meydan (Saudi Arabia. City: Riyadh)

Sales & marketing executive

- Market research & making data base with different companies
- Responsible for contracts, credit applications, cold calls, guest entertainment
- Sending business proposals to clients
- Managing accounts on property management system opera

February 2011- April 2012

Accor group of hotels, Etap hotel (UK. City: London)

Night auditor

Responsibilities / Duties Included:

- Responsible for all aspects of front office management like check in & check out
- Responsible for rooms allotment, departure control updating online portals
- Reservations management, cancellations, amendments
- Full efficiency in operating property management system FOLS
- Responsible for departure control, complaint handling, cashiering, checking mails, handling faxes & telephone calls
- Responsible for customer feedback, profile and guest history management
- Taking customer feedback
- Responsible for night audits

January 2009 – February 2010
(Sales Executive)

Travel Port Holidays (India. City: Mumbai)

- Market research & making data base with different companies
- Responsible for arranging meetings with corporate, giving presentations, pitching for different packages (concept selling) & closing deals
- Planning strategies & sending business proposals to clients
- Planning strategies

January 2008 – October 2008

Grand Hyatt (INDIA, City: Mumbai)

Guest Services Officer

Responsibilities / Duties Included:

Responsible for all aspects of front office management like check in & check out's

Responsible for room allotment and control

Responsible for restaurant booking and room reservations management

Full efficiency & extensive knowledge of operating EPBX & property management systems like opera, triton & Fidelio

Responsible for complaint handling, guest history management & customer feedback.

June 2004 – September 2004 Le Gulf Meridian (SAUDI ARABIA, City: Al-Khobar)

Hotel Management Industrial Trainee – Specialized in Front Office. Responsibilities / Duties Included:

- Responsible for guest check in & check out's
- Working with concierge services assisting airport representatives
- Managing the business centre and switchboard, training in other departments like food and beverage Service, sales & marketing, housekeeping and kitchen.

Educational Qualifications

March 2010 - Dec 2011

**Ealing Hammersmith and West London College (UK. City: London)
Post - Graduation in Hospitality Management & Quality
Leadership.**

Modules include:

Human resources

Hospitality management

Competitive edge

Sales & marketing

June 2004 – April 2007

**Rizvi College (INDIA. City: Mumbai) Bachelors in
Hospitality Management and Catering Operation**

Modules included:

- Food production
- Food & beverage service
- Rooms division management
- Hospitality sales & marketing
- Quality leadership
- Hospitality supervision

**October 2005 – March 2006 IITC -Indian Institute of Travel Centre
(ASTA) American Society of Travel Association (INDIA. City: Mumbai)**

- Diploma in international airlines and travel management
- Central reservation system
- Galileo & Fidelio.

Awards & recognitions

- Certificate received for industrial training completed at Gulf Meridian in Saudi Arabia
- Awarded with certificate of appreciation by the front office manager of Gulf Meridian Hotel.
- Awarded with certificate of appreciation for active participation at hospitality event from Rizvi college of hospitality management & catering operations
- Certificate received from city and guilds for health and safety in UK.

Languages

- English (Can speak, read and write)
- Hindi (Can speak, read and write)
- Arabic (Can speak and read)

Personal Details

Saudi driving license: Valid from-19/10/2012 to 19/10/2022

Sex: Male

Marital Status: Married

Name: Owese Azhar Sayed

Nationality: Indian

Place of birth: Mumbai

Date of birth: 11/10/1984