**Curriculum Vitaé**

**Name**: **Zeid Fakhoury**

Mobile: (962) (7) 96227010

E-mail: [zeid.i.fakhoury@gmail.com](mailto:zeid.i.fakhoury@gmail.com)

Address: Amman, Jordan

**Objective**: To join a progressive company or organization that offers

enhanced potential for career growth and development based upon

outstanding performance, extensive experience and dedication

|  |  |
| --- | --- |
| **Personal**  **Information** | Date and place of birth – 18th of October, 1980  Amman – Jordan  Marital status – Married |
| **Education** | Bachelor degree in tourism and hotel management  Near East university – North Cyprus 2002 – 2005  Diploma in hotel and motel management  American academy in hotel and motel management 2000-2002  High school diploma – Literary stream  Al Faroq school |
| **Qualifications**  **and Skills** | * Advanced selling skills * Advanced communication and organizational skills * Work efficiently under pressure and well organized * Good experience in preparing PowerPoint presentations * Well experienced in opera Sales and Catering * Well experienced in Horizon front office system * Computer skills: MS Word, Excel, PowerPoint, Internet and typing in both languages Arabic and English |
| **Professional Experience** | **Director of Sales & Marketing –** sales and marketing department  The House Boutique Hotel & suites 5\*  May 2017 – May 2018  **Duties and main responsibilities**   1. Pre-Opening Director of Sales (Hotel opened August 5 2017) 2. Designed and developed hotel’s rate proposals and contracts. 3. Responsible for aggressively soliciting and booking quality business for all market segments within the sales department 4. Conducted client presentation of the hotel products and services, successfully painting a picture of what this hotel would have to offer using only limited pre-opening collateral. 5. Monitored competition for target accounts, worked closely with general manager to establish rates and selling strategies for all market segments 6. Participated in industry – related organizations and events to promote awareness of this new property 7. Developed and maintained an active and visible position in the local community 8. Completed all preliminary on –line information for the RFP process 9. Successfully handled the entire set-up of all guest room and meeting information in PMS 10. Identify and pursue new business opportunities in a competitive, rapidly changing industry. 11. Prepares action plans for effective search of sales leads and prospects 12. Responsible for all aspects of business groups and transient booking 13. Work closely with revenue manager in establishing rates and selling strategies 14. Maintain and develop key accounts / prospects 15. Ensure quality customer service   Achievements:   1. Successfully achieved and surpass revenue goals for November, December 2017 / Jan, Feb, March, April, May, 2018 2. Strategically positioned the hotel within the top 10 hotels in Amman – Jordan   **Director of Sales & Marketing –** sales and marketing department  Ibis Hotel Amman  **November 2015 – April 2017**  **Duties and main responsibilities**   1. Directing, coaching and leading the team 2. Dividing the market into dynamic areas 3. Evaluating each process according to its needs 4. Action plan and specific strategies to support the team and guiding them within time limits 5. Keeping myself into the market for market intelligence 6. Supporting the team by marketing campaigns 7. Observe the market and monitor the main competitors for business over view 8. Monitors competitor products, sales and marketing activity 9. Managing the key accounts 10. Motivating the sales team to achieve the best results possible 11. Setting activity and revenue targets of members of the sales team 12. Attending key meetings with members of the sales team 13. Plans and oversees advertising and promotion activities including print, online, electronic media, and direct mail 14. Involved with the revenue manager by providing him with local and international market details 15. Over looking to the international accounts (corporate & Leisure) 16. Weekly reports to evaluate the process within the right track 17. Monthly reports with the attendance of the GM, FC, sales team 18. Monthly reports for the regional office 19. Supporting the banqueting team by providing them with the BO   **Senior Sales Manager –** sales and marketing department  Warwick winter valley  Aug 2014- October 2015  **Senior Sales Manager –** sales and marketing department  Evason Ma’In & six senses spa resorts  May 2013 – July 2014  **Sales Manager –** sales and marketing department  Evason Ma’In & six senses spa resorts  December 2010 – April 2013  **Sales Executive –** sales and marketing department­­  Le Meridien Amman  October, 2009 – December 2010  **Account Executive** - Sales and Marketing Department  Marriott Amman Hotel – Cluster Sales  July, 2007 – October, 2009  **Shift Leader** – Front Office Department  Jordan Valley Marriott hotel and resort  June, 2006 – July, 2007  **Receptionist – Front Office Department**  Jordan Valley Marriott hotel and resort  April, 2005 – June, 2006 |
| **Advanced Courses and Certificates** | * Dynamic Selling - July, 2008 * Sales and Service Foundation - July, 2008 * Revenue maximization workshop – Marriott hotel – June, 2008 * Empower mentality workshop – Marriott hotel - March, 2008 * Event delivery workshop (product knowledge) – June, 2007 * Passport to Success – Marriott hotel – December, 2006 * Spirit to Serve – Marriott hotel – October, 2005 |
| **Languages** | * + Arabic – Native Language   + English – Very good (read, spoken and written) |
| **Preferences** | Will be provided upon request |