#  Contact Details

**Cell Phone**: +79891791683

**Email :** mostafa.abdelatief@gmail.com

**Address:** Grozny, Russian Federation

# Personal Data

**Name*:*** Mostafa Mohamed Abdelatief

**Nationality:** Egyptian **Marital Status*:*** Married**. Military status:** Exempted **Birth Date:** 01/02/1983

# Education

* Bachelor’s degree of Tourism and Hotels.
* Special Diploma in English Language Education 2005
* Professional Diploma in English Language Education 2004
* Bachelor’s degree of English language literature & Education May 2003

# Languages

**Arabic:** Native language

**English:** Excellent Speaking, reading and writing.

**Italian:** Good Speaking, reading and writing.

**Russian**: Good

# Operating Systems

* Opera
* Fidelio 8 “Suite 8”
* Fidelio 6.24
* Comsys
* Pro Master

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# Career Experiences

## Thelocal Hotels Grozny “130 rooms” 5 \*, Grozny, Russia

## [www.thelocalhotels.co](http://www.thelocalhotels.co)m

**From 01 March 2018 until present Opening Team**

### Rooms Division Manager

As a Rooms Division Manager, I’m responsible for overseeing all Rooms Division operations to deliver an excellent Guest and Member experience. Responsible for evaluating guest satisfaction and set department targets and objectives. Specifically, responsible for performing the following tasks to the highest standards:

* Overseeing Rooms Division operations including, but not limited, to Concierge, Reception, and Housekeeping
* Evaluate Guest satisfaction levels and monitor trends with a focus on continuous improvement
* Operate within departmental budgets through effective stock and cost controls and well managed schedules
* Set departmental targets and objectives, work schedules, budgets, and policies and procedures
* Monitor the appearance, standards and performance of the Room Division Team with an emphasis on training and teamwork
* Ensure team members have an up-to-date knowledge of all room categories and amenities
* Maintain good communication and work relationships in all hotel areas and with external customers and suppliers
* Ensure staffing levels cover business demands
* Ensure ongoing training
* Ensure communication meetings are conducted and post-meeting minutes generated
* Recruit, manage, train and develop the Room Division team
* Contribute to succession planning within the hotel and company
* Ensure team members comply with hotel security, fire regulations and all health and safety legislation
* Proficient in property management systems
* Assist other departments wherever necessary
* Ensure the department adhere to Hotel policies and procedures
* Ensure competence of loyalty program and ensure compliance

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# Other Career Experiences:

#### Front Office & Revenue Manager, Coral Muscat Hotel & Apartments “88 rooms” 4 \*, Muscat, Oman

#### Opening Team

25th February 2016 until 28 February 2018

#### Front Office Manager, Sea Club Aqua Park, 5\* 302 rooms), Sharm El Sheikh, Egypt.

#### Opening Team

1st October 2012 till 15 February 2016

#### Assistant Front Office Manager, Sea Group Resorts (Sea Club 5\*, Sea Life 5\*, Sea Gardens 5\* 900 rooms), Sharm El Sheikh, Egypt, In Charge of the Three Resorts.

1st October 2010 till 30 September 2012

#### Night Manager, Savita Resort & Spa – Sharm El Sheikh- Egypt, 550 rooms, 5 \*”

1st April 2010 – till September 2010

#### Team Leader “Sol Sharm & Sol Cyrene Resorts -Sharm El Sheikh – Egypt, 446 rooms, 4\*”.

1st April 2009 – till March 2010

#### Shift Leader “Amphoras Holiday Resort – Sharm El Sheikh – Egypt, 502 rooms, 5\*”

1st October 2007 – October 2008

#### Receptionist “Amphoras Holiday Resort – Sharm El Sheikh – Egypt, 502 rooms, 5\*”

1st October 2005 – 30th September 2007

**REFERENCES AND ORIGINAL DOCUMENTS ARE AVAILABLE UPON REQUEST**