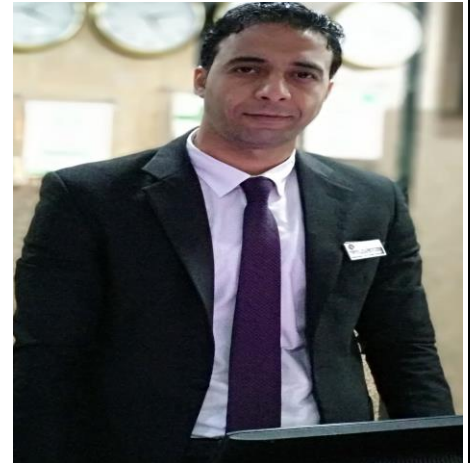


# Curriculum Vitae



## MOUSTAFA GAMAL EL DEIN

- NATIONALITY : EGYPTIAN
- RESIDENT : BAHRAIN, MANAMA
- Mobile NO : 00973 35475123
- Date of Birth : 26/10/1985
- Email : [roamoustfal@gmail.com](mailto:roamoustfal@gmail.com)

## EDUCATION

- B.S.C from faculty of tourism and Hotels
- Alexandria university
- Tourist Studies & HOTEL MANAGEMENT.

## PERSONAL PROFILE STATEMENT / CAREER OBJECTIVE

- Highly responsible and motivated , organized and devoted person.
- I enjoy work that is challenging, interesting and allows taking responsibility.
- I am seeking a job that will help me to develop my skills and knowledge base.
- I am sure that I will be a benefit to the organization.

## SUMMARY OF QUALIFICATIONS

- Managing and set up operational procedures that increased efficiency and productivity.
- Ability to multi-task and prioritize.
- coordinating skills and ability to work as part of a team and also liaise with suppliers 3rd part
- Highly motivated individual with strong leadership skills.
- Handling guest complains during the front desk operation.
- Knowledge of Marketing and Up selling skills..
- Pro-active, reliable, Innovative and able to Creative problem solving skills.

## **EXPERIENCE HOTELS & CURRENT JOB**

\* From July 2018 Till Now working As **Supervisor Front Office** at Gulf Gate Hotel Bahrain.

- Replacing the Night Manager During his vacations.
- Handling all Night Duties including Front Office Operation and Night Audit for preparation daily reports.
- work closely with the HK to improve guest service

\*From Jan 2018 Till June 2018 as **Duty Manager** at Romance Alexandria Corniche Hotel ( **Accor** Before )

\*February 2017 Till Jan 2018 **Front Office Manager** at Paradise Inn Beach Resort Alexandria.

\* From March 2015 Till JUN 2017 As **Assistant Front Office Manager** at Ecotel Dahab Bay view Resort  
**Hotel capacity ( 245 rooms )**

- Ensure that smooth and efficient operation of the department up to Rove Hotels Standards at any time.
- Directs Front Office operations such as checking in, checking out and providing guest assistance whilst ensuring compliance with all front office policies, procedures, standards and satisfaction of guests' expectations.
- Selects, trains, develops, schedules and manages the performance of direct subordinates to ensure the efficient running of front office operations. Participates to the evaluation of staff performance once a year. Motivates staff to bring about excellent performance.
- Maintains high visibility during peak period in order to ensure smooth running of operations, is proactive in maintaining excellent relations with guests and colleagues, takes corrective action and handles customer complaints to ensure their satisfaction.
- Identifies training needs, plans training activities and oversees their implementation for all front office sections. Follows up to ensure compliance and effectiveness of training activities.
- Assists in the preparation of the annual budget and manning guide and manages within budgetary guidelines.

\* From February 2014 Till February 2015

worked at **Golden Tulip Al Barsha Hotel (Dubai UAE)**

As **Supervisor Front office. Hotel Capacity (125 rooms )**

- Supervise the efficient operation of reception including check IN/OUT procedures.
- Monitor the appearance and performance of the Front Office Team.
- support team member in handling Guest Requests .
- follow and adhere to company brand standard

\*Acting As **Night Manager** and reporting all processes to **F.O.M** and **GM**

- Ensure the accurate completion of the daily night audit in a timely fashion.
- Must be able to perform the full night audit if needed.

\* From May 2013 Till February 2014 Pre-Opening and Opening Royal Tulip Hotels Alexandria  
As Shift Leader .**Hotel Capacity ( 477 rooms)**  
International Standards. Operated by Flamingo Hotel Management Company.



\* Jan 2013 Worked At (Mercure Alexandria Romance Hotel) ( ACCOR Co. )  
As Shift Leader Front Office. **Hotel Capacity (125 rooms )**

\* August 2011 Till December 2012 at (Hilton Alexandria Green Plaza)  
As Receptionist. **Hotel capacity (354 rooms) .**



\* JULY 2009 -JULY 2011 pre-opening and opening team  
(Hilton Marsa Alam Nubian Resort )  
AS ( G.S.A) Front office . **Hotel capacity ( 365 rooms)**



\* September 2006- Till May 2009 Worked at ( Ibrotel Jaz Mirabel Resort )  
Sharm El Sheikh  
As Telephone operator for 3 months then I promoted to be (Receptionist).  
**Hotel capacity (1001 rooms)**



\* From 2003-2004 Worked As Telephone Operator at Helnan Palestine Hotel Alexandria.  

- Answer phones and operate a switchboard.
- Route calls to specific people.
- Receives Guest Messages and deliver the same to the Guest.



## **SOFTWARE & APPLICATIONS**

- Fortune Next IDS System.
- Opera PMS Version 5.0 Service Pack.
- Fidelio PMS System *Version 7.14 (1708) Service Pack 3*
- Suite 8 PMS System.
- Hilton On-Q R&I – Property Management System.
- Hilton On-Q PMS – Property Management System.

## **Computer Skills**

- Excellent Knowledge of (Office, Windows Microsoft, Surfing Internet and Speed Typing
- Hilton Worldwide –Leadership Program.
- Training Courses ONQ System belongs to Hilton worldwide.

## **Languages**

- Native language Arabic.
- Very Good command of both written and spoken English.
- Fair of both written and spoken Italian language.

*Hope that the above information will meet your kind request.*

*Thanks for giving me such precious time of yours*