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| **Ahmed Galal** |
| DSC05585**Personal Details****DOB:**19/09/1974**Nationality: Egyptian****Status: Married + 2 Kids****Height: 175 cm****Religion: Muslim****Visa:** Resident in Qatar since June 2014Valid Qatari driving license **NOC**: Available upon request**Languages:** Arabic: Native language English: Fluent **Contacts**+97466961064**E-Mail**ahmedgalal2022@outlook.com**Skype** ahmedgalal5060**Strength & Skills*** Coaching
* Communication
* Follow up
* Flexibility & Adaptability
* Leadership
* Listening
* Honesty and integrity
* Loyalty

**Trainings & Seminars*** Train the Trainer
* Service Culture Transformation
* Rooms Academy
* Focusing on Customer
* Managing workplace stress
* Leading a team
* Leading Starwood
* Opera System
* Behavioral Interviewing Program (Starwood)
* Handling Guest Complaints
* Service Gold
* HACCP
* Food Safety
* Bomb Threat
* Fire fighting
* First Aid
* Evacuation

**Education*** Bachelor Degree in Hospitality Management (Cairo)
* Courses Basic Business Skills Acquisition .From Berlitz Center
* Diploma in Business Management & interpersonal skills from The academy of science & technology

**Others*** Certificated Excellent Services – Desk Manager Q1 2016 From Mercure Hotel
* Certificated Excellent Services – Front Office Manager 2014/2015 From Mercure Hotel
* Certificated Of Services–Front office Department (FOM) From Mercure Hotel
* Certificated Of Services - Cluster Reservation Manager In Charge For Revenue at Mercure Hotel seef Bahrain
* Certificated Excellent Services – Central Reservation &Sales Department From Mercure Hotel Seef Bahrain )
* Certificated of Services (Senior Executive Sales) From Mercure Hotel Seef Bahrain
* Le Meridian Pyramids Commitment to excellence. Welcome charter. Welcome charter plus. Training with Holiday In Leader ship training in crown plaza hotel Dubai
* Training in Moevenpick Kuwait
* Cross training in housekeeping and sales department.
* MBO training in Moevenpick Dead Sea (Jordan)
* Effective training Skills – Leading a team – Coaching – Train a trainer – Behavioral interview - Focusing on your customer – Service culture

**Computer Literacy*** Well experienced with Windows environment such as MS Office Tools
* Proficient in Operation software such as, Fidelio, Opera and prologic
* Learned much conversant with Internet, websites and Emailing Tools

**References*** Mr. Ramy Mohamed HR Manager Mercure Grand Hotel Seef Bahrain

H6822-hr@accor.comMobile : - +971567856566* Mr. Tarek Lotfy – General Manager Golden tulip Dubai
* Mr. Hesham Shehab – General Manager Steigneberger Nile Palace Aswan
* Mr. Omar Al Dorobi General Manager Al Manzel Hotel Abu Dhabi
* Mr. Yasser Bahaa General Manager Mercure Seef Bahrain
* Mr. Tamer Al Khuffash EAM Mercure Hotel Seef Bahrain
 | ObjectiveWith Great Interest as My Work Experience during the Last 20Years, Experience in Hospitality, So Introduce me to the Hotel Business World, and since Then I have taken every Opportunity to Obtain the Necessary Training Courses and Skills for a Future Career in this Environment. I Hope That My Attached Resume Outlines the Skills.My qualifications allow Me to Get Managerial Position and introduce me As a Family Member In Your Company. So I am looking for (Rooms Division Manager – Front Office Manager – Ass DOSM - DOSM).Management PhilosophyBelieving in human as the most important asset in work, providing a proper environment and leadership and guidance to the right team improves their productivity towards the targeted goalCareer Progress*February 2019 – Till now*Century Hotel Doha (Qatar) 4\*Position- Assistant Director of Sales and Marketing in ChargeJob Profile* Responsible to assist in leading and supervising the sales team, oversee the day to day sales activities, implement action plans and accomplish goals and set targets, whereby your role will include key responsibilities
* Generate and maintain major accounts and assigned segments through various sales
* Activities (face to face sales calls, telephone calls, entertainment, sight inspections, etc.)
* Ensure thorough and complete coverage of sales team for a comprehensive client servicing, achieving targets and maximum productivity
* Set up all sales objectives, action plans and team’s targets
* Ensure that selling strategies are adhered to during negotiations and maximizes up selling opportunities of sales team
* Review direct competition and ensure complete awareness by all sales team of competitor’s activities at all times
* Consolidate month end sales report applicable information
* Be actively involved in the preparation of the marketing plan as requested by Superiors
* Actively participate in achieving hotel’s budgets especially rooms’ budget

*June 2014 – February 2019*Century Hotel Doha (Qatar)Position- **Front Office Manager & Sales Support (Government Sports accounts)**Job Profile* Prepare and administer the Rooms Division's annual revenue and operating budgets. Manage monthly revenue, payroll and expenses. Prepare action plans for improvement as necessary
* Responsible for the Room Division's forecasting on a monthly and quarterly basis.
* Assist General Manager and Controller in preparing annual department budgets and property business plans
* Set standards of excellence for service presentation and sanitation. Take immediate action to correct any unsatisfactory service evaluations.
* Coordinate the LRA inspection with senior managers to ensure the hotel meets or exceeds Sheraton Standards.
* Perform HR functions for staffing including interviewing, hiring, training and disciplinary action
* Facilitate training sessions including Sheraton Cares for You, ABC's of Housekeeping, Arrivals Training, etc.
* Possess thorough knowledge of all department procedures including Food and Beverage, Accounting and Engineering
* Acting General Manager in absence of hotels GM, rotate in on MOD schedule as needed.
* Manage finances for housekeeping and laundry operations including budgeting and inventory controls. Analyze data and comply reports on expenditures, wages, labor, supplies, etc in relation to hotel financial forecasts and budgets
* Participate in executive planning and budgeting activities, recommend programs that support company goals.
* Responsible for recruiting, hiring, training and performance management system for associates
* Conduct daily rally's and weekly department meetings to ensure the highest level of communication.
* Evaluate and communicate recommendations for improvement on rehab projects with respect to furniture and fixtures renovations.
* Install inventory controls for uniforms, linens and supplies. Implement operating and quality standards for housekeeping department

 *December 2011 – December 2013***Mercure Grand Hotel Seef” District” Manama (Bahrain)**Position- Front Office ManagerJob Profile* Direct and control the activities of the Front Office, Reservations, Guest Activities, and to ensure adherence to the Hotel, policies and procedures.
* Ensure that qualified personnel are selected hired and trained in all areas of responsibility.
* Ensure that all personnel are kept well informed of department objectives and policies.
* Ensure the proper image is being maintained by all Team Members with respect to grooming and uniform standards.
* Support and participate in all hotel programs, policies and procedures with special emphasis on the orientation of new employees.
* Display fair treatment with respect to disciplinary action and provide supportive documentations.
* Prepare all necessary forecasts; to work closely with Reservations, Front Office and Sales to maximize occupancy, rate and revenue. Keeps all departments notified of any fluctuations in business levels, special guests, groups, etc.
* Establish and maintain close working relationships with all departments of the hotel to ensure maximum cooperation, productivity, morale and guest service.
* Develop relationships with clients, return guests, group contacts etc. to provide maximum personalized guest service.
* Make suggestions for improvements in overall operations with an emphasis on increasing guest satisfaction, revenues as well as reducing costs.
* Support hotel philosophy towards employee development, morale and institute programs to ensure the effectiveness and promotion of this philosophy within the Rooms Division.
* Monitor and analyze the payroll for Rooms Division to ensure maximum effectiveness towards guests services while realizing full profit potential.
* Display a high degree of professionalism and integrity as befitting a member of management.
* Respond properly and take a supervisory role in any hotel emergency or safety situation, as well as ensure the proper control and instructions of said emergency procedures to the Rooms Division.
* Manage all administrational duties as specified by the Company.

*October 2010 –December 2011***Al Manzel Hotel and Suites Abu Dhabi (UAE)**Position- Front Office Manager & Revenue manager Job Profile* Responsible about all operation aspects including staff, management and guests
* Provided quotes for room rates and up-sold the guest when possible
* scheduling the Front Desk and the Housekeeping Department
* Verified the correct charges and credits were posted to the corresponding guest folio and collected payment for charges
* Ensured all cash and cash equivalents were accounted for and balanced at the beginning and end of each work shift
* Provided administrative, reception and program support to management and staff
* Managed phone activity, including providing general knowledge to callers
* Provided customer service for all guests, including signing in guests as needed and providing an exceptional welcome experience
* Resolved guest inquiries and concerns within scope of authority and referred other matters as needed to management

 September 2008– October 2010Golden Tulip (UAE)Position-Front Office Manager & Revenue ManagerJob Profile* Responsible about all operation aspects including staff, management and guests
* Provided quotes for room rates and up-sold the guest when possible
* scheduling the Front Desk and the Housekeeping Department
* Verified the correct charges and credits were posted to the corresponding guest folio and collected payment for charges
* Ensured all cash and cash equivalents were accounted for and balanced at the beginning and end of each work shift
* Provided administrative, reception and program support to management and staff
* Managed phone activity, including providing general knowledge to callers
* Provided customer service for all guests, including signing in guests as needed and providing an exceptional welcome experience
* Resolved guest inquiries and concerns within scope of authority and referred other matters as needed to management

*April 2006 –September 2008*Movenpick Kuwait (Kuwait)Position-Assistant Front Office managerJob Profile* Assist the FOM in managing and training the reception, concierge and business center
* As the departmental trainer, I was responsible to develop front office staff through the training and development plans
* Ensuring the front desk, concierge and business center team provides a professional and friendly service for customers
* Dealing with customers, including handling complaints when they come to the desk
* Troubleshooting emergencies
* Scheduling for staff to maintain 24/7 services
* Liaising with other departments

*August 2004 –March 2006*Holiday Inn Dubai (UAE)Position- Duty Manager & Assistant Front Office ManagerJob Profile* Assist the FOM in managing and training the reception, concierge and business center
* As the departmental trainer, I was responsible to develop front office staff through the training and development plans
* Ensuring the front desk, concierge and business center team provides a professional and friendly service for customers
* Dealing with customers, including handling complaints when they come to the desk
* Troubleshooting emergencies
* Scheduling for staff to maintain 24/7 services
* Liaising with other departments

*February 2002 – May 2004*Concord Al Salam Hotel (Cairo)Position- Night Manager Job Profile* Manage, plan and control the Night team to ensure a standard of service and to the guidelines set in the employee handbook, hotel policies and procedures, coaching, training and correcting where needed.
* Ensure the smooth running of the hotel at nights by making sure that staffing levels are at the optimum and that they perform tasks assigned to them
* Adherence to Company policies and procedures and licensing laws
* Cover switchboard if requested by management and ensure telephones are answered in a speedy and professional manner with an appropriate greeting.
* Ensure the banqueting rooms are set and fully serviced for the next day’s business and ensure all meeting rooms are cleaned and vacuumed nightly.
* Oversee the general condition and cleaning of public areas, such as toilets, main foyer and porch and all lighting levels for same. Lobby area to be hovered every night in preparation for next day’s business.
* Liaise with all other departments on the special requirements of large groups or individuals and follow through
* Actively participate in any training and personnel exercises and remain current in all updates with regards to new procedures designed Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
* Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under Health & Safety at Work
* Be aware and able to enforce all fire-life-safety procedures.

*July 1999 – February 2002*Starwood – Le Meridien (Egypt)Position- Receptionist Job Profile* Deal with enquiries and room reservations made on the telephone
* Greet guests on arrival at the hotel
* Extend warm welcome and pleasant atmosphere in the reception area
* Receptionists check guests in and out,
* Keep accurate records of which guests have arrived at, or left, the hotel
* Make sure that any necessary information goes to the housekeeping, restaurant, maintenance, and management departments
* prepare a customer's account when they leave the hotel
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