

## Curriculum Vitae



### **Sayed Zaki Director of Sales**

#### **Personal Information ▼**

**Birth date:** 13<sup>th</sup> of October 1980  
**Gender:** Male  
**Marital Status:** Married  
**Nationality:** Egyptian  
**Resident of:** Bahrain  
**Mobile:** +973 36 36 55 00  
**Place of Birth:** Cairo, Egypt  
**E-mail:** sayed.zaki@live.com

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#### **Work Experience:**

Jan 2019 till present 2019

#### **Gulf Court Hotel**

**Seef District, Bahrain  
Director of Sales**

- Maintain and promote a team work environment with effective and clear communication amongst co-workers.
- Ensure best client service is being made available through communication amongst the team, cross training within the department and appropriate office coverage.
- Works with sales managers to ensure understanding of sales strategy and effective implementation of this strategy for the segment.
- Works with management team to create and implement a sales plan addressing revenue, customers and the market for the segment led by the General Manager.
- Set example through professional, friendly attitude towards clients and co-workers, timely response to clients and co-workers needs and observance of sales office standard.
- Ensure hotel meets or exceeds budgeted goals.
- Follow and track company cross-sell procedures.

- Utilize company profile database to determine geographic areas for travel agent calls while maintaining top and existing travel agent accounts.
- Organize travel agent month and travel agent appreciation rates for slow months.
- Assists with the development and implementation of promotions, both internal and external.
- Creating a focus on attracting new business.
- Attending and contributing to the monthly sales strategy meeting
- Updating and owning the sales strategy & sales plan with the General Manager
- Review and approves any special corporate negotiated rates by signing the CVGR (Company Volume guaranteed rate) contract.
- Provides positive and aggressive leadership to ensure maximum revenue potential (e.g., sets example with personal booking goals).
- Leads on-property sales functions to build long-term, value-based customer relationships that enable achievement of hotel sales objectives.
- Following the monthly room nights' target goals for sales team members.
- Participates in sales calls with members of sales team to acquire new business and/or close on business.
- Develop and send informative press releases to targeted lists highlighting all activities and promotions.
- Maintain and expand corporate incentive program via direct mail, personal visits etc.
- Oversee and ensure the updating of rates, promotions on hotel website, OTA's (Online travel agents), GDS etc. without any rate parity.
- Responsible for the training of sales managers and staff.
- Follow and promote hotel standards with guests, co-workers.
- Evaluates and drives the hotel's participation in the various sales channels, Market Sales, Event Booking Centers, electronic lead channels, etc.
- Monitors all day to day activities of direct reports.
- Executes and supports the operational aspects of business booked (e.g., generating proposal, writing contract, customer correspondence).

## **Swiss Belhotels international**

**Jan 2015 till Jan 2019**

### **Seef District, Bahrain Cluster sales Manager**

- Mission is to primarily promote the hotel and to drive revenues through key sales
- Initiatives and activities whilst also overseeing the activities of the Sales Managers and Sales Executives.
- Goal is to drive optimal sales results across key market segments.
- The performance of the Assistant Director of Sales will be determined by the productivities of the leisure and group market segments as well as the overall results of the hotel.
- Performance will also be determined by the results of the sales team members who directly support the Assistant Director of Sales
- Analyzes current client base and target market for the hotel.
- Devises new ways to expand that client base.
- Develops promotional and advertising materials for the hotel.
- Oversees distribution of marketing materials.
- Designs and advertises special group rates and packages to increase larger bookings.

## **Ramee Grand Hotel & Spa**

**Dec 2013 till Jan 2015**

### **Seef District, Bahrain Asst. sales Manager**

- Reaches out to organizations and businesses that might require a hotel for conferences and events.
- Meets with representatives from these companies to explain the hotel's merits and amenities.
- Networks with wedding planners and special event planners to encourage hotel bookings.
- Overcomes hesitations of clients to close a sale.
- Manages accounts of high-profile clients.
- Processes payments and applies discounts as necessary
- Addresses and resolves any issues or complaints regarding sales or marketing.

- Ensures that guests are enjoying their stay at the hotel and that large group needs are met.
- Maintains positive relationships with clients to encourage repeat and recurring business.

### **Mövenpick Cairo – Pyramids Resort**

**Jun 2011 till Nov 2013**

#### **Alex desert road- Cairo – Egypt Asst. Sales Manager**

- Organizing sales visits.
- Demonstrating and presenting products
- establishing new business
- maintaining accurate records
- attending trade exhibitions, conferences and meetings
- reviewing sales performance
- negotiating contracts and packages
- Aiming to achieve monthly or annual targets.
- Promotional prospects are excellent - progression can be into senior sales
- Roles or into related employment areas such as marketing or management.

### **Mövenpick Cairo – Media City Hotel & Casino**

**Dec 2008 till May 2011**

#### **6<sup>th</sup> of October City- Cairo - Egypt Reservation Agent**

- Help people book their stay.
- Often work in call centers for the resorts and take incoming calls for people interested in staying in the property.
- Helping guests find the right accommodations to fit their needs.
- Suggesting different packages or amenities that the facility offers and asking questions to help determine what the client needs.
- Take credit card information over the phone and may begin the billing process. Sometimes.

- Call out to a client to remind them of their upcoming reservation or to tell them if something about their reservation has changed.

### **Mövenpick Cairo - Media City Hotel & Casino**

**Feb 2006 till Nov 2008**

**6<sup>th</sup> of October City- Cairo - Egypt  
Asst. Recreation Manager**

### **Sonesta Cairo Hotel, Tower & Casino**

**Mar 2004 till Jan 2006**

**Cairo - Egypt  
Spa & Recreation Supervisor**

### **Intercontinental Cairo Pyramids Park Hotel**

**Apr 2002 till Feb 2004**

**Cairo - Egypt  
Gym & Fitness Instructor**

### **Training Courses ▼:**

- **Organizational Background Information**
- **Connecting Emotional and Rational Pain Points**
- **Researching Prospects Before the Sale**
- **How to Prioritize Prospect Calls and Contacts**
- **Building Initial Rapport With Prospects**
- **What Happens When the Prospect Pushes Back?**
- **Learning When to Let Go and Move On**
- **Leveraging Personal Networks for Better Prospects**
- **The Perfect Sales Pitch**
- **How to Conduct the Right Follow-Up**
- **Train The Trainer – 9 to 14 Aug 2009 “Mövenpick Cairo Media City Hotel – Egypt.**
- **First Aid Training – September 2008 “Mövenpick Cairo Media City Hotel – Egypt.**
- **Fire Fighting Training – Civil Defense – June 2008, “Mövenpick Cairo Media City Hotel – Egypt.**
- **(CDWS) Swimming Learning Course- 15 to 30 April 2001- Egyptian Chamber of Diving & Water Sports, Cairo, Egypt.**
- **(CDWS) Course of Life saving - 7 to 21 Jan 2001- Egyptian Chamber of Diving & Water Sports, Cairo, Egypt.**
- **(EARI) Diploma of Massage - 5 to 20 March 2000 - Egyptian Association for Rehabilitative and**

## **Injuries.**

- **Protel and opera system excellent knowledge**

## **Education ▼:**

**Faculty of Sports & Physical Education**

**Helwan University, Cairo, Egypt**

**Degree: Bachelor – June 2002 – (4 Years College)**

**Final Exam grade: Very Good**

## **Languages ▼:**

**Arabic : Mother tongue**

**English : Good command**