



Ahmed Elsayed

ASSISTANT RESERVATION & F.O MANAGER



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Emirates Road, Dubai, United Arab Emirates

LINKS

Linkedin:

<https://www.linkedin.com/in/ahmed-mansoury-910649111/>

SKILLS

English Language

Computer, Ms Word, Excel and Power Point

Advanced search on the Internet

PERSONAL DETAILS

Date of birth

February 21, 1993

Nationality

Egyptian

Marital status

Single

WORK EXPERIENCE

Assistant Reservation & F.O Manager

Crown Town Hotel / Nov 2019 - Present

- Handling of correspondences, sorted - out letters, telexes, fax, cables which are checked already by Front Office Manager.
- Review reservation booked daily.
- Review arrival report daily.
- Responsible for preparation of occupancy forecast.
- Responsible for recording Company/Travel Agent Rates both in system and correspondence file.
- Train, supervise and support office staff, including receptionists.
- Ensure timely and accurate customer service
- Handle complaints and specific customers' requests
- Monitor stock and order office supplies

Reservation Supervisor

Crown Town Hotel / Jeddah / Aug 2018 - Nov 2019

- Answered incoming calls and assisted with reservations, confirmations, room requests, and questions.
- Processed all guest reservations including guest follow up obtaining all necessary information and accurately entering it into computer system
- Assisted guest departures providing accurate statements and collecting all payments due, while assuring guest satisfaction.
- Received and handled guests' complaints and coordinated with Duty Manager to resolve issues.
- Responded to the requests of guests, including booking transportation to and from the airport, to ensure all needs were properly handled.

Front Office Receptionist

Crown Town Hotel / Jeddah / Apr 2017 - Aug 2018

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

GM Office Manager

AANI & DANI / Riyadh / Nov 2016 - Apr 2017

- Keep the office area clean, tidy and presentable at all times.
- Meet and greet visitors and offer/order refreshments when appropriate.
- Perform any other secretarial duties as requested by the General Manager or on his behalf and for hotel visitors and VIPs.
- Responsible for compiling and issuing meeting agendas at least two working days
- Organize General Manager's diary.
- Provide supervision, direction and support to the Senior Team in order to handle and co-ordinate the follow-up and response of all incoming correspondence highlighting matters requiring urgent/immediate action. Draft responses whenever possible for General Manager's signature.

Contact Center Advisor

Dopay International / Cairo / Nov 2015 - Nov 2016

- Determines requirements by working with customers.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; forwarding requests.

EDUCATION

Bachelor's

Ain Shams University / Al-Alsun Faculty (Languages) / Cairo / 2015

Major : English Language & Literature

COURSES

Marketing Management

Fekr Business Educational Center / Jan 2016 - Mar 2016

EDU Egypt Program

Ain Shams University / May 2015

presentation Skills

Fekr Business Center / Jan 2016 - Mar 2016