



# Ahmed Elsayed

ASSISTANT RESERVATION & F.O MANAGER

052 997 9919

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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