

C.V



PERSONAL SUMMARY

A courteous ,polite and well spoken hotel receptionist who is highly efficient and has excellent organizational skills. possessing good team spirit , deadline orientated and having a passion for providing the highest standard of hospitality and service to guests. Helpful and approachable But also commercially minded and having ability to promote hotel facilities And maximize sales apportunitiesat all time. A quick learner who can absorb new ideas , communicate clearly and effectively and also find suitable solutions to meet needs of guests.

Keen to find suitable position within an ambitious hotel where I will be able to countine to increase my work experience & develop my abilities.

Personal Data:

- Name: Nour Mahmoud Mohamed Ahmed
- Country : EGYPT
- Address: Kena -Qus -Shanhour
- Date of Birth: 17/12/1987
- Marital Status: Married
- Military Service: Exempted
- Telephone: 002010 03758348
- Mobile:
- E-MAIL: Nour_seaha55@yahoo.com

Qualifications:

- Bacalore of tourism and hotels minia-universty may 2009 by 70% (Good) in Tourism Management Department
- Course on Food Safety (HACCP) Ministry of Tourism.
- Course on Leadership and supervisory Ministry of Tourism
- First aid Certificate

Work Experience:

- Transfer man in MTS Luxor branch as training for 4 years from FEB 2006 to AUG.2009
- Lahami bay hotel south marsa allam (5 STAR) as receptionist from OCT.2009 till 01.01.2012

- Shift Leader in Lahami bay hotel south marsa allam (5 STAR) from 15.01.2012 till 16.01.2015.
- Supervisor front office desk Berience villa&spa from 17.01.2015 till 16.01.2018
- Assitant front office desk Lahamibay hotel from 17.01.2018 till 01.05.2022

Language Skills:

- Arabic: Mother Tongue.
- English: Very Good Command in speaking, writing, reading and understanding.
- German: Good.
- Italian: Fair

Computer Skills:

- Good Command in using Microsoft office (Word-Excel-Power Point)
- Good Command in using Internet
- Good Command in using (HMS-IST) Hotel Management System
- Good Command in using (HMS-COMSYS)

Personal Skills:

- Ability to work under Pressure and I have the ability to work individual or as a team member
- Service minded
- Ability to listen and anticipate
- Guest orientated
- Up selling – promoting hotel facilities –customer service –hospitality
- Supervising –resolving guest disputes –greeting guests
- Having a professional manner with an emphasis on hospitality and gest service
- Calm , efficient and organized.
- Friendly disposition with clear spoken english

References:

References available on request

Thank You