

Ala'a Fathi Hannoon

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PERSONAL SUMMARY

I am a courteous, polite and well-spoken hotel professional who has developed a highly efficient and organized approach to all my career undertakings. I possess an excellent team spirit and a passion. I am keen to work in a challenging environment within an ambitious hotel where I will be able to use my strengths & simultaneously enhance my work experience & develop my abilities.

Personal Information

Nationality: Jordan

Resident of: UAE

Birth date: 27 August 1987

Gender: Male

Marital Status: Single

WORK EXPERIENCE:

Traders Hotel by Shangri-La Qaryat Al Beri Abu Dhabi:

Service Manager:

September 2018 to Present.

Serves as the property Manager on Duty and oversees all property operations, ensuring that the highest levels of hospitality and service are provided. Represents property management in resolving any guest related situation. Manages the flow of questions and directs guests within the lobby. Serves as Guest Relations Manager and handles the tracking of service issues.

- Monitors and ensures compliance with all Shangri-La Guidelines to Operations.
- Ensures all employees are in proper uniform and are properly groomed (grooming standards in employee handbook).
- Reviews financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement.
- Assists in the response and resolution of all guest issues received directly from guests or from Guest Relations.

- Works with the leadership team of the property to identify and implement action plans to prevent the reoccurrence of guest issues.
- Assists supervisors in handling employee performance issues (e.g., performance reviews, counseling, and recommendations).
- Ensures all employees have complete knowledge of emergency procedures.
- Encourages employee relations through gifts, parties, outings.
- Creates incentives that will promote better service and profit for the property.
- Assists operations manager in processing employee payroll weekly.

Gloria Hotels & Resorts (1020Rooms):

Duty Manager/ MOD:

January 2017- June 2018

- Encourages and builds mutual trust, respect, and cooperation among team members.
- Supervises and manages employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence.
- Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.
- Develops specific goals and plans to prioritize, organize, and accomplish of the work.
- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Comprehends budgets, operating statements and payroll progress reports.
- Empowers employees to provide excellent customer service.
- Observes service behaviors of employees and provides feedback to individuals.
- Ensures employees understand customer service expectations and parameters.

Private Office of H.H. Sheikh Suroor Bin Mohammad Al Nahyan

Management Services

December 2015 – December 2016

- Devised and maintained office systems, including data management and filing.
- Arranged travel, visas, accommodation and occasionally travelled with the manager to take notes or dictation at meetings or to provide general assistance during presentations.
- Screened phone calls, enquiries and requests, and handled them when appropriate.
- Met and greeted visitors at all levels of seniority.
- Organized diaries and made appointments.
- Carried out background research and presented findings.
- Liaised with clients, suppliers and other staff.

HalaArjaan by Rotana Hotels & Resorts

Front Office Team Leader

September 2013 – December 2015

- Received guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure
- Maintained effective communication with all related departments to ensure smooth service delivery
- Maintained good working relationship with all Front Office employees with emphasis on Guest Service Agents and Guest Relations
- Supervised all Front Desk employees ensuring guests are taken care of in a professional and friendly manner
- Maintained an up to date knowledge of Hotel and local services and facilities.
- Ensured that the Guest receive the accommodation he/she is expecting
- Checked all cashier's city ledger bills at the end of shift to ensure that the billing and attachments are correct
- Fully responsible for the front office and reservation daily operation.
- Assigned the daily tasks for the entire team within the department.
- Followed up CID process, pay masters, inventory, pending reservations and issues, guest's satisfactions.... etc.
- Ensured regular and VIP Guests are recognized and that the Front Office department operates with a sales attitude.

HalaArjaan by Rotana Hotels & Resorts

Front Desk Agent and Night In charge / Auditor

September 2011 – September 2013

- Provided prompt, courteous and efficient service to all guests, to achieve a high level of customer satisfaction through personalized service from arrival till departure
- Ensured Guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed
- Maintained an awareness of rate levels to be sold daily and the occupancy levels
- Accurately administered Front Desk cashiering standards and comply with all laid down systems, policies and procedures
- Processed accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems

Rotana (Al RawdaArjaan) (4 Star Hotel)

Front Desk Agent and Night Auditor

August 2008 - September 2011

- Conducted in-room and hotel familiarization and assisted guest with hotel activity enquiries / requests
- Maintained an up to date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information to supply information respond to guest queries
- Received payments as per established standards adhering to the company credit policy
- Provided currency exchange, process miscellaneous charges and posts charges

- Ensured that bills are on shift are checked and closed correctly before balancing accounts of days business at end of shift according to company standard and policy
- Maintained awareness of guest profile through Opera PMS guest history and updated those accordingly for future reference
- Provided helpful, friendly and prompt personalized telephone service to all guests (external and internal).

Homs Grand Hotel (4 Star Hotel)

Hotel Receptionist

February 2008 - August 2008

- Welcomed guests to the hotel in a polite, friendly and helpful manner.
- Dealt with late arrivals and assisted with early check-outs.
- Checked out departing guests.
- Took payment from guests in the form of cash or credit cards.
- Answered telephone inquiries promptly & professionally & transferring calls on.
- Resolved guest complaints and ensure overall guest satisfaction.
- Completed the night auditing procedures with accuracy and attention to detail.

KEY SKILLS AND COMPETENCIES

- Professional manner with an emphasis on hospitality and guest service
- Calm, efficient and organized
- Friendly disposition with clear spoken English

Awards and Recognition

- Employee of the Month of HalaArjaan by Rotana in recognition of outstanding performance for the month of August 2012
- Employee of the Month of HalaArjaan by Rotana in recognition of outstanding performance for the month of October 2013
- Top room up-seller on 2012, 2013, 2014, 2015.

ACADEMIC QUALIFICATIONS

Homs Institute of Hotels Management
(Graduated June 2008)

Level 2 Award in Emergency First Aid at Work ((for the purposes of the health and safety (First Aid) regulations1981)
January 2012

Skills

Language:

Arabic: Fluent (Mother Language)
English: Fluent (reading- writing- speaking)

Computer:

Proficient in MS Office.
Proficient in Opera System (Full & Express) Service.

Trainings:

Front Office up selling training
Manage Your Career training
First Aid training
Connecting You training.
Cross exposure at Park Rotana Abu Dhabi
& certified as (Front Office - Team Leader)
On Job Training
Destination Leader Ship program
Sales Executive training

References:

Available upon Request.