

# ABDULMALEK MUSAID AL EIDAN



## CONTACT INFORMATION

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## SKILLS

- Leadership & Team Building
- Revenue Management
- Customer Service Excellence
- Strategic Planning
- Operations Management
- Problem Solving
- Bilingual : Arabic (Native) , English (Professional)

## LANGUAGES

- Arabic | Native
- English | Advanced

## SUMMARY

Passionate hospitality professional with strong experience in customer service and guest relations. Skilled in creating exceptional experiences, handling diverse customer needs.

Open to opportunities in both aviation and hotel industries, where I can contribute with excellent communication, problem-solving, and teamwork skills to deliver outstanding service.

## EXPERIENCE

### HOTEL MANAGER

**Aljuaza Hotel Company.** Buraydah, Al-Qassim, Saudi Arabia  
| Jan 2023 - Jul 2025

- Managed end-to-end hotel operations (rooms division, sales & marketing, F&B, and revenue management) for a 60+ room property.
- Increased annual revenue by 12% through strategic planning, dynamic pricing, and targeted sales campaigns.
- Optimized procurement and inventory management, reducing costs by 15% while maintaining high service standards.
- Led and developed a cross-functional team of 25+ staff, achieving consistent guest satisfaction scores.
- Enhanced service quality by analyzing guest feedback and market trends, driving improvements in operations and guest experience.

### ADMINISTRATION MANAGER

**Aljuaza Hotel Company.** Buraydah, Al-Qassim, Saudi Arabia  
| Jun 2019 - Jan 2023

- Planned and optimized administrative systems, streamlining workflows and improving efficiency across all departments.
- Recruited, onboarded, and trained staff, enhancing team productivity and supporting business objectives.
- Evaluated employee performance and provided coaching, maintaining high levels of engagement and operational efficiency.
- Managed budgets, inventory, and procurement of office supplies, ensuring cost control and resource availability.
- Oversaw facility management, safety compliance, and vendor coordination, ensuring smooth and safe daily operations.
- Organized company-wide initiatives such as events, renovations, and sustainability programs, strengthening workplace culture and employee satisfaction.

### MARKETING & SALES MANAGER

**Aljuaza Hotel Company.** Buraydah, Al-Qassim, Saudi Arabia  
| Nov 2018 - Jun 2019

- Promoted existing company brands and launched new products to expand market presence and customer base.
- Developed annual sales and marketing plans, managed budgets, and ensured alignment with business objectives.
- Researched market trends, customer needs, and growth opportunities, recommending strategies to achieve company goals.
- Collected and analyzed market data, generating actionable insights to support strategic decision-making.
- Designed and executed innovative sales plans and advertising campaigns to enhance brand visibility and drive revenue.

### FRONT OFFICE MANAGER

**Aljuaza Hotel Company.** Buraydah, Al-Qassim, Saudi Arabia  
| Jan 2016 - Nov 2018

- Supervised and trained the concierge, night auditor, and reception staff to ensure consistent service quality and team performance.
- Delivered professional, courteous, and efficient front desk services, enhancing guest satisfaction and loyalty.
- Handled guest interactions and resolved complaints promptly and effectively.
- Coordinated emergency responses to minimize disruption for guests and hotel operations.
- Developed and managed staff schedules to optimize coverage and operational efficiency.
- Collaborated with other departments to maintain seamless communication and smooth operational flow.

### RECEPTIONIST

**Golden Tulip Hotels & Resorts.** Buraydah, Al-Qassim, Saudi Arabia  
| Mar 2015 - Jan 2016

- Welcomed guests warmly and provided efficient front desk services, including check-in, check-out, payment processing, and guest documentation.
- Responded promptly and professionally to inquiries about hotel services and facilities.
- Assisted and guided guests throughout the hotel, ensuring a smooth and comfortable experience.
- Managed mail handling, including sorting and accurate distribution.
- Answered and directed incoming calls using multi-line phone systems with courtesy and professionalism.

## EDUCATION

### BACHELOR OF ENGLISH

**Qassim University.** Buraydah, Al-Qassim, Saudi Arabia | Jan 2017 - Dec 2021

### HOSPITALITY OPERATIONS

**Swiss Education Group.** Montreux, Switzerland | Nov 2022 - Nov 2022

### EXECUTIVE LEADERSHIP,HOSPITALITY & TOURISM

**City of Glasgow College.** Glasgow, Scotland | Jan 2024 - Jan 2024

### ENGLISH AS A SECOND LANGUAGE

**UNC.** Charlotte North Carolina | Jan 2013 - Dec 2014

### ELS CHARLOTTE, NC

**English as a Second Language.** Charlotte North Carolina  
| Jan 2012 - Dec 2012