

Alaa Eletriby

Guest Experience Agent

I am a Bachelor of Commerce graduate in Management from Cairo University, in 2023. Currently, I am a Guest Experience Agent at Brassbell, excelling in personalized guest service and problem resolution. Previously, I was an Accounting Trainee at Ramses Hilton, where I developed strong accounting skills. I am fluent in English and Arabic, with expertise in customer service, communication, budgets, and forecasting.



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GIZA, EGYPT



EDUCATION

Bachelor of Commerce: Management

Cairo University

2019 - 2023,

Giza, Egypt

WORK EXPERIENCE

Reservation Agent

Great Pyramid Inn & Royal Great Pyramid Inn (Sister Hotels) – Cairo, Egypt

Jan 2025 – Present

Managing guest reservations through hotel website, email, and phone to ensure smooth booking processes.

Following up with guests to finalize reservations and provide personalized assistance.

Handling cancellations, confirmations, and inquiries with efficiency and professionalism.

Monitoring and responding to guest reviews to maintain hotel reputation and guest satisfaction.

Accurately entering and updating all reservation details in the booking system.

Preparing and submitting weekly performance feedback reports to management.

Reservation Agent Phoenix hotel & Wellness (pre-opening)

8/2024-present, 12/2024

For Fully-serviced apartments

Tasks

Manage reservation requests, changes, and cancellations through phone or mail.

Identify guest needs and recommend appropriate room types.

Verify room availability and provide information on rates, guarantees, and cancellation policies.

Document special requests and respond to inquiries about property facilities and accommodations.

Utilize sales techniques to maximize revenue opportunities.

Input and update reservation details, including special rates and codes, in the system.

Follow escalation procedures for addressing guest concerns.

Guest Experience Agent

Brassbell

05/2024-07/2024,

For Fully-serviced apartments

Tasks

Addresses guest inquiries, concerns, and complaints promptly and professionally.

Ensure a seamless and positive guest experience through personalized service and attention to detail.

Coordinate with various departments to fulfill guest requests and enhance their stay.

Maintain accurate records of guest interactions and feedback for continuous improvement.

Deliver exceptional customer service through active listening skills and genuine empathy toward guests' issues or concerns.

Accountant Trainee

Ramses Hilton

08/2022 - 02/2023

Giza, Egypt

Tasks

- Processed invoices, automated accounting systems, and internal controls related to financial data and transactions.
- Managed accounts payable and receivable functions, ensuring timely payment processing and accurate record keeping.
- Improved efficiency by developing Excel spreadsheets that automated various financial calculations and reports.
- Received, reviewed, and verified the validity and completeness of receivables, accounting, and financial data.
- Gained practical experience in various accounting functions and processes.
- Developed a strong understanding of accounting principles and standards.
- Enhanced technical knowledge through a combination of workplace development and formal study.

SKILLS

Customer service excellence

Effective communication

Problem-solving and conflict resolution

Multitasking and time management

Complaint Handling

Team collaboration

Hospitality and guest relations

Month-end reports

Payroll Processing

Accounting principles

LANGUAGES

Arabic



English

