

Ahmed Rashad



Summary

Well organized, detail-oriented, and commercially aware with a good record of providing exceptional customer service in fast-paced environment offering strong communication skills to manage multi tasks, self-motivated with ability to perform in both independency and team environment.

Achievements

1- Worldwide Quality Brand Audit

- Achieved a perfect score of 100 % on checking -out Brand Audit mystery guest at Radisson Blu Ajman on October 2023.
- Achieved a perfect score of 100 % on checking -in Brand Audit mystery guest at Radisson Blu Ajman on Jan 2022.
- Achieved a perfect score of 100 % on checking - out Brand Audit mystery guest at Radisson Blu Ajman in October 2019.

2-Integrity Audit Worldwide Incorporation

Achieved perfect score of 100 % on dealing with Integrity Audit mystery guest at Radisson Blu Ajman on 17th August 2019.

3- Best Up seller & Highest Enroller

Effective participant on achieving of both Radisson Rewards enrollment targets & revenue upselling at the highest level.

PMS

- Opera PMS
- ONQ PMS: for Hilton hotels
- Wish Net PMS
- Emma PMS: for Radisson Hotels

Certificates Of Appreciation:

1-"Achieved a perfect score of 100% on dealing with unannounced Brand Audit in October 2023 during the check-out process.

2- Supervisor of the Last Quarter 2022.

From Mr. Chady Kanaan GM for "Yes I Can Spirit", professionalism, commitment, and positive attitude.

3-"Yes, I Can " card from DOR Mr. Masalawala & Appreciation letter from GM Mr. Giles for scoring 100% on dealing with unannounced Brand Audit in Jan 2022.

4-"Yes, I Can " card from FOM Mr. Rahul Dhekne for acting as a Night Supervisor since the beginning of 2020 and ensuring smooth functioning of the hotel night operations.

5-"Yes, I can" card from FOM Mr. Rahul Dhekne of achieving highest enrollment and best up-seller for 3 months consecutively.

6-"Yes, I Can " card from FOM Mr. Rahul Dhekne & Appreciation letter from GM Mr. Giles for scoring 100% on dealing with unannounced Brand Audit in October 2019.

7-"Yes, I can" card from GM Mr. Siddhartha Sattanathan for effective participation on fast paced operation period and delivering memorable moments to the guests.

8- Nominee Host of the month in June 2019

9- Nominee Host of the month in January 2020

Languages

Good Command of both written and spoken English.

Arabic mother tongue.

Basics of Russian Language

Experience

1- Radisson Blu Hotel, Ajman, UAE (148 room).

Position: Duty Manager

Period: from July 2023 till present.

Position: Front office Supervisor.

Period: from January 2019 till June 2021.

Position: Front office Agent.

Period: from January 2019 till June 2021.

***Responsibilities**

- Handling the entire hotel night operation since Feb 2020 until August 2023.
- Assisting on responding to guests reviews on hotel online platforms (Trip Advisor, Booking.com, Review Pro)
- Generate night manager and closing figures reports and share them with HODs & senior management.
- Night Audition highlighting errors to the team and rectifying them before the night audit process.
- Effectively participating in achieving monthly Radisson Rewards enrollment and monthly upselling targets individually and with the team.
- Supervise & plan new joiners in training on both PMS & recognizing hotel environment and Conduct monthly training for front office team members.
- Manage day to day issues that may arise during the shift.
- Keep FOM fully aware of any relevant feedback from guests.
- demonstrate high level of customer service at all the times & advise the whole team of any special events & VIP guests.
- Maintain guests' privacy and information secured and safe in our database and train the team accordingly.
- ensure brand standard and hotel SOP being followed by all front office team.
- Handling guests' complaints with service recovery and ensure to avoid them in future.
- Highlight the high balance guests and coordinate with the team to get adequate deposits.
- Handling incidents, co-operate with the Local Authorities and prepare the incident reports and share them with the Senior Management.

2- Alsalam Grand Hotel, Dubai, UAE (225 rooms).

Position: Front Office Agent

Period: from October 2018 till January 2019.

3- Hilton Cairo Heliopolis, Egypt (596 room).

Position: Front Office Agent

Period: from April 2018 till September 2019

4- Hilton Fayrouz Sharm El Shiekh, Egypt (210 room).

Position: Front Office Agent (Night In charge for only 8 months).

Period: from March 2017 till February 2018.

Responsibilities

- Replacing the night supervisor ensuring all hotel departments smoothly operate at the night shift for full 8 months.
- Generate night manager reports and share them with HODs & senior management.
- Night Audition highlighting errors to the team, rectifying them before night audit process.
- Effectively participating in achieving monthly Hilton Honors enrollment and monthly upselling targets individually and with the team.

5-Ibrotel lido Namma Bay Sharm El Shiekh, Egypt (74 room).

Position: Front Office Agent (GSA)

Period: from July 2016 till February 2017

Awards & Certificates

- Supervisor of the Quarter -December 2022.
- Highest Up-seller December 2022, Radisson Blu Ajman
- Highest Up-seller October 2022, Radisson Ajman.
- Highest Up-seller June 2022, Radisson Ajman
- Highest Up-seller May 2022, Radisson Ajman
- Yes, I Can, Appreciation Card Jan 2022 Radisson Ajman
- Highest Up-seller August 2020 Radisson Ajman
- Highest Up-seller July 2020 Radisson Ajman
- Highest Up-seller Jan 2020 Radisson Ajman
- Top Enroller Jan 2020 Radisson Ajman
- Yes, I Can, Appreciation Card Jan 2020, Radisson Ajman
- Nominee Host of the month June 2019, Radisson Ajman
- Recognition letter for 100 % score with Brand Audit at Radisson Ajman
- Top Enroller November 2019, Radisson Ajman
- Top Enroller October 2019, Radisson Ajman
- Yes, I Can, Appreciation Card October 2019, Radisson Ajman

- Top Enroller August 2019, Radisson Ajman
- Nominee Host of the month June 2019, Radisson Ajman
- Yes, I Can, Appreciation Card June 2019, Radisson Ajman
- Highest Up-seller June 2019, Radisson Ajman
- Top Enroller April 2019, Radisson Ajman
- Highest Up-seller April 2019, Radisson Ajman
- Yes, I Can, Appreciation Card March 2019, Radisson Ajman
- Top Enroller March 2019, Radisson Ajman
- Highest up-seller March 2019, Radisson Ajman

Training and Courses

- 1- UAE Light vehicle Driving License 2021.
- 2- Russian Course in Russian cultural center in Cairo, Egypt 2018 (3 levels).
- 3- Leadership, self-development course & time Management.
- 4- ICDL "Word, Excel, PowerPoint".

Education

Bachelor of Arts " Touristic studies"

Cairo, Egypt 2011-2015

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References

Available upon request.