



# ROSE JOHN MOSHA

AIRPORT AND HOSPITALITY  
PROFESSIONAL

## PROFILE

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UAE

## EDUCATION

2012

### AVIATION NAIROBI, KENYA

- Aviation Security Training
- Crew Resource Management
- Recurrent Training
- Dangerous Goods

2008

### CUSTOMER SERVICE TRAINING

SWISSPORT TANZANIA LIMITED

2007

### IATA/FIATA INTERNATIONAL AIR CARGO RATING

IATA TRAINING AND  
DEVELOPMENT INSTITUTE,  
MONTREAL, CANADA

2006

### IATA/FIATA INTRODUCTORY COURSE

IATA TRAINING AND  
DEVELOPMENT INSTITUTE,  
MONTREAL, CANADA

## EXPERIENCE

### HOUSEKEEPING SUPERVISOR

GRAND CONTINENTAL HOTEL, ABU DHABI, UAE

2022 - TO PRESENT

- Supervising daily housekeeping operations to maintain hotel cleanliness and guest satisfaction
- Training and mentoring staff on cleaning protocols, hygiene, and safety standards.
- Inspecting rooms, corridors, and public areas to ensure top-quality presentation.
- Managing staff schedules, handling absences, and ensuring proper shift coverage.
- Addressing guest concerns promptly, providing efficient solutions.

## SKILLS

- ✓ Airport Operations & Passenger Handling
- ✓ Excellent Communication skills
- ✓ Check-in, Boarding & Arrival Assistance
- ✓ Excellent Customer service
- ✓ Reservations & Ticketing Systems
- ✓ Team Leadership & Training
- ✓ Safety & Compliance Awareness
- ✓ Multitasking & Problem-Solving under Pressure

## LANGUAGES

- ✓ English

## RESERVATION AND CUSTOMER SERVICE SUPERVISOR

FAST JET AIRLINES COMPANY

2012 - 2019

- Led a team of customer service agents to deliver efficient passenger assistance during check-in, boarding, and arrivals.
- Ensured all staff adhered to airline and airport security standards.
- Supported passengers with travel documentation, special assistance, and baggage concerns.
- Managed passenger flow during flight delays and operational disruptions, maintaining calm and order.
- Coordinated closely with ground handling, security, and airline operations teams to ensure smooth turnaround processes.
- Handled passenger complaints with diplomacy and ensured timely resolution to maintain airline reputation.

## RESERVATION AND CUSTOMER SERVICE SUPERVISOR

FLY 540 AIRLINES COMPANY

2009 - 2012

- Supervised reservations and ticketing operations across various channels.
- Managed sales reports and monitored booking trends to support revenue targets.
- Assisted VIP and frequent travelers with personalized travel arrangements.
- Handled special passenger requests, including medical cases, unaccompanied minors, and group bookings.
- Responded to passenger complaints and coordinated with departments for prompt resolution.
- Trained new reservation staff on system use,