



ROSE JOHN MOSHA

AIRPORT AND HOSPITALITY
PROFESSIONAL

PROFILE

+97152 104 9075

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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

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.

IATA TRAINING AND
DEVELOPMENT INSTITUTE,
MONTREAL, CANADA

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

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, communication, and customer care standards.

CUSTOMER SERVICE AGENT

SWISSPORT TANZANIA

2006 - 2009

- Checked in passengers efficiently while ensuring accuracy of travel documents and baggage tags.
- Prepared and managed passenger manifests in coordination with flight dispatch.
- Assisted passengers during boarding and disembarkation, ensuring safety and comfort.
- Provided guidance to arriving travelers through customs and baggage claim procedures.
- Worked collaboratively with airline and security staff to uphold high service and safety standards.

REFERENCES

Ref upon request

