



ROSE JOHN MOSHA

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Dedicated and service-oriented Airport and Hospitality Professional with over 15 years of combined experience in airline operations, customer service, and hospitality supervision. Known for maintaining smooth passenger experiences, ensuring compliance with airport regulations, and fostering teamwork in fast-paced environments. Skilled in coordinating operations, assisting travelers, and managing high-pressure situations with professionalism and empathy.

EXPERIENCE

2022 - TO PRESENT

HOUSEKEEPING SUPERVISOR

GRAND CONTINENTAL HOTEL, ABU DHABI, UAE

- 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.

2012 - 2019

CUSTOMER SERVICE SUPERVISOR

FAST JET AIRLINES COMPANY

- 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.

2009 - 2012

RESERVATION AND CUSTOMER SERVICE SUPERVISOR

FLY 540 AIRLINES COMPANY

- 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.

2006 - 2009

CUSTOMER SERVICE AGENT

SWISSPORT TANZANIA

- 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.

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

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