

Rami Shoula

Hotel Manager

👤 Profile

Experienced Hotel Manager adept in effectively overseeing all hotel operations. Committed to creating and maintaining a top-of-the-line hotel environment for guests, resulting in return visitors and excellent reviews.

📁 Employment History

Hotel Manager at The Lookout , Philadelphia

October 2017 — March 2021

- Oversaw a team of 200+ hotel employees.
- Effectively led the execution of strategies as developed by leadership members.
- Promoted the hotel, its facilities, and its services.
- Assisted guests with reservation arrangements and special requests.
- Established databases and internal tracking systems to ensure accuracy of data.

Hotel Manager at Emerald Inn, Lancaster

May 2015 — September 2017

- Developed and implemented programs that increased employee engagement and hotel productivity.
- Created guest loyalty programs that resulted in an increase of return-guests.
- Worked directly with the General Manager to establish and implement initiatives and campaigns.
- Executed daily managerial tasks with enthusiasm and a strong attention to detail.

🎓 Education

Bachelor of Arts, St. Joseph's University, Philadelphia

September 2013 — May 2017

High School Diploma, Lancaster High School, Lancaster

September 2009 — May 2013

📄 References

Leanne Wilson from Emerald Inn

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John May from The Lookout

m_joh@lookouthotel.com · 267-567-0909

Kimberly Garris from The Lookout

garris_k@lookouthotel.com · 267-545-0121

Details

romioshoula@gmail.com

Skills

Effective Time Management

Ability to Multitask

Adaptability

Customer Service

Leadership Skills

Communication Skills

Strong Organizational Skills

Languages

English

Polish