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| **NAME (as it appears on passport): ANOUAR CHEOUR**  **Citizenship: TUNISIAN** |

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| **C:\Users\anouar\Desktop\Photo Anouar.jpg**  Mobile phone:  +216 98 748 404  Skype:  canouar1  Email address:  canouar@yahoo.com  **Driver’s license information:**  Country of issue:  Tunisia    Date of issue:  19/10/1998  Class or type of license:  A B  **License(s) and accreditations:**  List all licenses and accreditations you have here.  **About Me**  **Date of Birth:**  **10/10/1972**  **Height**: 1,75 M    **Passport no**: F827180  **Issue date: 24/07/2015**  **Expiry date: 23/07/2020**  **Languages:**  **ARABIC**  **FRENCH**  **ENGLISH** GERMANAddresses: 9 Rue Ali Riahi Cité Khezama 4051 Sousse Tunisia  canouar@yahoo.com  9 Rue Ali Riahi Cité Khezama 4051 Sousse Tunisia Education **University:**  *Glion institute of Higher Education*  1997 – 1998  Bulle, Switzerland  **Certificate of Hotel Management**  **Institute:**  Sidi Dhrif High Institute Of Hotels and Tourisme Courses  1995- 1997  Sidi Dhrif –Tunis – Tunisia  **Master Diploma of Pastry Courses**  **Hotel School:**  **Bella Regia Hotel School**  1993- 1995  Sousse- Tunisia  Bachelor Diploma of Kitchen Courses  **Skills**  MS Office and Excel Applications, Power Point Software Applications, World Wide Web, Fidelio and other Hotel Property Management Software Applications.  **Hobbies and Interests:**  Sport  Travelling  **Other information:** | Competency Summary  ***Experiences:***   * Hotel management * F&B Management * Customer Service- Customer Relationship Management (CRM), and Customer Hospitality Management. * Public Relations- * Sales & Marketing * Pastry Kitchen     ***Skills:***  20 years of experience in hotel management, F&B, sales, marketing, and contract negotiation. Extensive experience in the tourism and hospitality industry with a focus on new product development, business planning, Participation in all aspects of hotel management, customer satisfaction and quality control. Excellent knowledge of markets and clients requirements with a notable ability to promote sales and revenue growth. Ease of communication with clients, management and employees emphasizing team work and achieving set objectives.  Career History  HOTEL HOURIA PALACE From: August 2019 Till Date  *Sousse- Tunisia*  HOTEL GENERAL MANAGER  APOLLONIA WORLD TRAVEL AGENCY From June 2010 Till Date  *Tunis- Tunisia*  General Manager  \*Development of strategic objectives and planning.  \*Elaboration of the action and Marketing Plan  \*Contract negotiation with Hotels and different supplier.  HOTEL HOUDA YASMINE HAMMAMET From: June 2018 to August 2018  *Sousse- Tunisia*  HOTEL MANAGER  \*Managing and coaching head departments and employees  \*Overseeing daily operations (Front office, F&B, Back Office...)  \*Handling guest complaints  \*Dealing and signing allottement contracts with tour operators  \*Handling tour operators and Agencies requests….  \*Assist to fairs and Exhibitions  LTI EL KSAR RESORT & THALASSO From: January 2014 To: January 2017  *Sousse - Tunisia*  SALES & MARKETING DIRECTOR  \*Development of strategic objectives and planning.  \*Elaboration of the action and Marketing Plan  \*Contract negotiation with tour operators and different supplier  \*Ensures all rates are loaded in all systems  \*yield management and allocations follow-up.  HOTEL HOURIA PALACE From: January 2012 To: MAY 2013  *Sousse- Tunisia*  HOTEL MANAGER  \*Managing and coaching head departments and employees  \*Overseeing daily operations (Front office, F&B, Back Office...)  \*Handling guest complaints  \*Dealing and signing allottement contracts with tour operators  \*Handling tour operators and Agencies requests….  \*Assist to fairs and Exhibitions  HOTEL CLUB JUMBO HOMEREFrom: April 2007 to December. 2011  Djerba Island - Tunisia  HOTEL MANAGER  \*Managing and coaching head departments and employees  \*Overseeing daily operations (Front office, F&B, Back Office...)  \*Handling guest complaints  \*Dealing and signing allottement contracts with tour operators  \*Handling tour operators and Agencies requests….  \*Assist to fairs and Exhibitions  **HOTEL CLUB OMAR KHAYAMFrom: April 2004 to March. 2007**  Hammamet - Tunisia  HOTEL MANAGER  \*Managing and coaching head departments and employees  \*Overseeing daily operations (Front office, F&B, Back Office...)  \*Handling guest complaints  \*Dealing and signing allottement contracts with tour operators  \*Handling tour operators and Agencies requests….  \*Assist to fairs and Exhibitions  HOTEL BURJ AL ARAB From: October1999 to June 2003  Dubai- UAE  DEMI-CHEF PASTRY  \*Responsible of the buffet, brunch preparations, banquet set menus....  \*Handling guest requests and coordinating with the outlets and other departments  HOTEL CLUB EL FELL From: Mars 1999 to September 1999  Hammamet- Tunisia  Management Trainee  \*Managing and coaching head departments and employees  \*Handling guest complaints  \*Handling tour operators and Agencies requests….  **HOTEL EUROTEL From: January 1998 to June 1998**  Neuchatel- Switzerland  Front Office Trainee  \*Check-in Check-out, handling Reservations, night auditor.  \*Handling guest request, inquiries and complaints.  \*Controlling the arrival rooms and rooms set-up's.  **HOTEL Royal Salem From: June 1996 to September 1996**  Sousse- Tunisia  Pastry Trainee  \*assist the pastry staff  \*Handling guest request  **HOTEL El Mouradi Palace From: June 1995 to September 1995**  Sousse- Tunisia  Kitchen Trainee  \*assist the Kitchen staff  \*Handling guest request  **\***Training in all the kitchen sections  **HOTEL Shems El Hana From: June 1994 to September 1994**  Sousse- Tunisia  Kitchen Trainee  \*assist the Kitchen staff  \*Handling guest request  \*Training in all the kitchen sections  **TRAININGS & SEMINARS**  \*Food Hygiene Training  \*Fire Fighting Training  \*ISO Training  \*Training of the Trainer  \*Chaine des Rôtisseurs  \*Technique of producing fine Pastries and the use of couvertures chocolate  \*Treatment of guest complaints  \*Hotels Auditing Training |
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