

***PERSONAL DATA:*** 

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***PERSONAL INFORMATION*:**

**Nationality : EGYPTIAN**

**Place of Birth : ELDOKY, CAIRO**

**Military Status : EXEMPTED**

**Date of Birth : 09/ 10/ 1971**

**Education : BACHELOR OF COMPUTER SCIENCE (1996-1997)**

| Objective**:** | **Seeking a position matching my capabilities and my skills in a challenging environment with experienced hoteliers and luxury hotel group having an expansion strategy and unique approach towards people management with high reputation.** |
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***WORK EXPERIENCE:***

1. **HOTEL NAME : CLEOPATRA LUXURY RESORT. 330 Room (5 STARS)**

**CITY, STATE : NABQ AREA- SHARM EL-SHEIKH.**

### JOB TITTLE : ROOM DIVISION MANAGER. Acting As Hotel Manager .

(Working for one year in charge of all hotel operations.. without GM)

### [FROM 01/08/2019 – TILL NOW]

1. **HOTEL NAME : AURORA ORIENTAL RESORT. 380 Room (5 STARS)**

**CITY, STATE : NABQ AREA- SHARM EL-SHEIKH.**

### **JOB TITTLE : ROOM DIVISION MANAGER .**

### [**FROM 01/11/2016 – TILL NOW]**

***Duties & Responsibilities*:**

***Overseas overall day to day hotel operations as delegated by the General Manager.***

***Participates in the development of short-term and long –term financial and operational plans for the hotel which support the overall objectives of the company assists general manger with the execution of marketing, sales, and operational activities, producing results that meet or exceed the hotel business plan.***

***Maintains reservations systems such as yield management system and property managements system.***

***Assists general manager with the monitoring of the performance of the hotel through verification and analysis of guest satisfaction systems and financial reports. Suggests and implements corrective actions.***

***Maintains product and service quality standards by conducting ongoing evaluations and investigating complaints. Suggests and implements corrective actions.***

***Creates an operating environment that assures consistent guest satisfaction. Ensures proper handling of guest complaints.***

***Ensure implementation of appropriate technology solutions to increase customer technology solution to increase customer service and hotel revenues.***

***Ensure the efficient and effective operation of the housekeeping and front office departments.***

***Establishes and maintains a pro-active human resource function to ensure employee motivation, training and development, wage and benefits administration, and compliance with established labor regulations.***

***Supervises and motivates designated employees; carries out supervisory responsibilities in accordance with the company's policies. Training programs and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems, Understands the government regulations affecting hotel's operations, ensuring hotel is operated in compliance with all applicable laws, ordinances, regulations and requirements of any federal, state or municipal authority.***

1. **HOTEL NAME : CORALSEA WATERWORLD RESORT.369 Room (5 STARS)**

**CITY, STATE : NABQ AREA- SHARM EL-SHEIKH.**

### **JOB TITTLE : FRONT OFFICE MANAGER.**

**[FROM 14/05/2008 – 31/10/2016]**

1. **HOTEL NAME : CORALSEA RESORT.369 Room (5 STARS)**

**CITY, STATE : NABQ AREA- SHARM EL-SHEIKH.**

### **JOB TITTLE : ASSISTANT FRONT OFFICE MANAGER .**

**[FROM 01/07/2007 – 13/05/2008]**

***Duties & Responsibilities*:**

* **Assists the Front Office Manager in all aspects of their duties.**
* **Assist Front Office Manager in execution of the management of staff.**
* **Monitor Front Office personnel to ensure guests receive prompt, cordial attention and personal recognition.**
* **Monitor Front Office and particularly Guest Relations personnel, known repeat guests and other VIPs receive special attention and recognition.**
* **Control the availability of rooms, rooms types, accuracy of room count and rate categories.**
* **Maximize occupancy, revenue and average rate while maintaining high service standards.**
* **Liaise with Housekeeping Department to ensure room image is maintained and the “Room Ready on Arrival” policy is adhered to.**
* **Turn away guests if occupancies deem it necessary ensuring no good-will is lost.**
* **Liaise closely with Executive Housekeeper to ensure special guest needs, amenities and other room related requests are met.**
* **Be aware of credit policies and procedures and liaise closely with Finance Department to ensure that credit procedures are properly carried out.**
* **Know system recovery procedures.**
* **Interpret computer reports.**
* **Compile statistics for front office and provide reports relating to that area.**
* **Continually check the accuracy of room count.**
* **Approve upgrades and special amenities in absence of manager.**
* **Inspect frequently for cleanliness and orderliness, the lobby, reception and cashier’s desk and, on a random basis, VIP rooms prior to arrival.**
* **Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of departmental employees.**
* **Provide input for Front Office Departmental Meetings and deputizes in cases of absence.**
* **Promote hotel sales and in house facilities.**

**Customer Service**

* **\* Demonstrate service attributes in accordance with industry expectations and company standards including:** 
  + **Being attentive to Guests**
  + **Accurately and promptly fulfilling Guests requests**
  + **Anticipate Guests needs**
  + **Maintain a high level of knowledge which affects the Guest experience**
  + **Demonstrating a ‘service’ attitude**
  + **Taking appropriate action to resolve guest complaints**
* **Appreciate the dynamic nature of the Hotel industry and extend these service attributes to all customers**

**Health, Safety and Security**

**Demonstrate understanding and awareness of all company policies and procedures relating to Health, Hygiene and Fire Life Safety and ensure my direct reports do the same**

**Familiarize myself with emergency and evacuation procedures**

**Ensure all security incidents, accidents and near misses are logged investigated and rectified to prevent future catastrophes**

**Financial Management**

* **Under the assistance of the senior Finance Manager co-ordinate the preparation of the Departmental annual budget and work to achieve the budget by monitoring and controlling the departmental operations, considering revenue and expenditure**
* **On an ongoing basis, control and analyses departmental costs to ensure performance against budget; implementing corrective measures where necessary to produce positive business results**
* **Effectively manage staffing costs by preparing efficient work schedules in line with legal requirements**

**\* Working with FIDELIO SYSTEM V. 7.13**

1. **HOTEL NAME : CORALSEA RESORT. 369 Room (5 STARS)**

**CITY, STATE : NABQ AREA- SHARM EL-SHEIKH.**

### **JOB TITTLE : NIGHT MANAGER .**

**[FROM 09/07/2005 – 01/07/2007]**

***Duties & Responsibilities*:**

1. **To be ensure that the guests have prompt attention during his staying.**
2. **Handling any guest request or complains effectively at once.**
3. **Inspect front and back of house, lobby and front entrance regularly for cleanliness and maintenance record through inspection reports.**
4. **Assist guest relation in greeting, rooming and sending off VIP guest.**
5. **Conversant with all hotels emergency procedures.**
6. **Promotes hotel sales and in house facilities.**
7. **Ensure hotel mail is checked regularly and forward to appropriate department.**
8. **Ensure the master key record is maintenances and all keys sign in and sign out without exception.**
9. **Check all corresponding for all days arrivals to ensure that all requests are done and rooms are correctly signed.**
10. **Check the rooms assign to the VIP guest and make sure the amenities are done.**
11. **Ensure all limousines are to standard before departing hotels and charges are posted correctly.**
12. **Make minimum two rounds through the hotel and make sure all the security officers are available in their points.**
13. **Assist guest in resolving any difficulties with the safety box in the rooms.**
14. **Check all incoming faxes and reply if it urgent.**
15. **Complete Knowledge on the emergency procedures (fire, evacuation…etc)**
16. **Generates reports (daily, weekly and monthly) as required by management.**
17. **Assist any department in opening the stores and maintain proper record.**
18. **Check the opening and close time for all outlets.**
19. **Inspect minimum TWO vacant rooms according to inspection list.**
20. **Analyze and approving discounts and rebates.**
21. **Make sure the shuttle bus running on time.**
22. **Check billing instruction and make sure the guest have smoothly checkout.**
23. **Check staff cafeteria and locker.**
24. **Log down any great events during the shifts in the logbook.**
25. **Make sure all the staff grooming (uniform, hygiene, appearance, conduct) suitable for the hotel standard.**
26. **Ensure guests observe the hotel dress code.**

**\* Working with FIDELIO SYSTEM V. 7.13**

1. **HOTEL NAME : BARON RESORT. 360 Room . (5 STARS)**

**CITY, STATE : RAS NOSRANI BAY - SHARM EL-SHEIKH.**

### **JOB TITTLE : DUTY MANAGER.**

**[FROM 30/11/2000 – TILL09/07/2005]**

***Duties & Responsibilities*:**

* **Same duties for night manager.**
* **REPLACING THE NIGHT MANAGER IN HIS VACATION.**

1. **HOTEL NAME : BARON RESORT. 360 Room (5 STARS)**

**CITY, STATE : RAS NOSRANI BAY - SHARM EL-SHEIKH.**

**JOB TITTLE : FRONT OFFICE CASHER SUPERVISOR.**

**[28/09/1998 – 30/11/2000]**

**\* Working with FIDELIO SYSTEM V. 6.20**

***Duties & Responsibilities*:**

1. **Controlling daily departures and allowing for smooth checkout for all departures according to the hotel standards and procedures.**
2. **Maintenances guest accounts and charge records, backups are cleared on daily basis.**
3. **Maintenances cash floats for using for guest payment of account and foreign currency exchange.**
4. **Make sure all departures with account to company have supporting documents attached.**
5. **Check with the credit manager any updates of travel agents in credit list.**
6. **Remains up to date with all rates packages and promotions offered by hotel.**
7. **Reads initial and appropriately file all incoming memos, promotional material and reports.**
8. **Edit casher’s duties on daily bases.**
9. **Solving all discrepancies rated to cashers reported from accounts department.**
10. **Maintenance F.O casher schedule weekly.**
11. **HOTEL NAME : CLEOPATRA PALACE HOTEL.220 Room (4 STARS)**

**CITY, STATE : TAHRIR SQ., CAIRO.**

**JOB TITTLE : RECEPTIONIST. [01/08/1995 – 31/05/1997]**

**\* Working with manual system (Reception book- account sheet- manual invoice)**

***Duties & Responsibilities*:**

1. **Registers quests into the hotel, ensuring all relevant details are obtained on the registration card while adhering to the hotel’s credit policy and such details are recorded in the hotels computer system.**
2. **Advise guest relation and duty managers of VIP arrivals.**
3. **Controls guest room movement to ensure all departments are notified using the correct forms.**
4. **Handles incoming messages, parcels and communications for guest coordination with concierge desk.**
5. **Check correspondence and guest histories of all arrivals for today.**
6. **Maintenances control of guest room keys.**
7. **Print registration cards for same day reservation.**
8. **Be up to date with all F&B activities, entertainment, costs and opening time.**
9. **Ensure welcome drinks prepared for all arrival for the day.**
10. **Promotes and maintain good public relations while endeavoring to maximize on occupancy and average room rate.**
11. **Preparing guest room keys, registration cards, welcome letters for all group’s arrival for the day.**
12. **Maintenance and look down for any great evince important points for next shift in reception logbook.**
13. **Inform guest relation’s stuff and duty manger for any VIP arrival for the day.**
14. **Reply and handle front office calls.**
15. **Handling and reporting any guest requests or complains and informing the duty manager to solve this complains and following up with the guest.**
16. **HOTEL NAME : TROPICANNA HOTEL.190 Room (4 STARS)**

**CITY, STATE : NEMA BAY- SHARM EL-SHEIKH.**

**JOB TITTLE : RECEPTIONIST. [01/03/1994 – 30/04/1995]**

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***COMPUTER SKILLS:***

**FIDELIO SYSTEM V. 6.20& v. 7.13**

**WINDOWS 95, 98, XP.**

**MICROSOFT OFFICE 97, 2000, 2007.**

**DATA BASE III PLUS**

## **GOOD USER OF INTERNET**

***PERSONAL SKILLS:***

1. **Able to work under pressure.**
2. **Excellent communications skills.**
3. **Self motivated – ambitious & dynamic.**

***LANGUAGE:***

**ARABIC : MOTHER TONGUE.**

**ENGLISH : VERY GOOD**

**ITALIAN : GOOD**

**GERMANY : FAIR**

***Training:***

**1- Management training in all hotel departments. 3 months.**

**(Baron Resort. Sharm el-sheikh).**

**2- Management & leadership skills .40 hours.**

**(Coral Sea Resort. Sharm el-sheikh).**

**3. kindly find the attached Certificates.**

***REFERENCE:***

**Available up on request**

**HOSSAM EL – KOSHY**