

Mohamed Ali



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- Email: malimalit@gmail.com • LinkedIn: <https://www.linkedin.com/profile/public-profile-settings?trk>
- Place and date of birth: Misr Elqadima, Egypt – February 22, 1972 • Married, father of two sons & one daughter
- Military completed

*Twenty year track records in hospitality business environments, Qualified to excel as Hotel Manager, Deputy General Manager / Revenue and Yield Manager/ Business Development / Sales and Marketing / Guest Satisfaction and Customer Service/ Learning and training developments / Constructions and pre openings experience

CORE CAPABILITIES ABILITY TO THINK STRATEGICALLY AND OUT-OF-THE BOX, TEAM PLAYER, GO GETTER, FOCUSED ON GROWTH
COMPETENCIES SELF-CONFIDENCE, SELF-CONTROL, COMMITMENT, INTEGRITY, ABILITY TO INITIATE AND ACCEPT CHANGE

PROFESSIONAL EXPERIENCE

HWAIKAK HOTELS – OPERATION MANAGER

May 2015 till Present

Lead and manage operations which is known for uncompromising quality in all services including Food and Beverage standards combined with world class accommodation facilities, Plan, organize, staff, direct and control the hotel and operate the hotel in the absence of the General Manager following internal, regional and standard policies and procedures. Develop maximum profits through cost and labor control; maintain the highest standard of services to the guests, including maintenance, Food & Beverage Department and cleanliness for the guests' rooms and associated facilities; maintain the highest standards of security for hotel patrons and employees

BOUDL HOTELS & RESORTS – HOTEL MANAGER (K.S.A)

Jan 2013 till Mar. 2015

Manage the smooth day to day operation of the Hotel and direct all the Departments to ensure consistent standards as per Somewhere Brand standard and policy. Being a Resident Manager, you will take the lead of upholding a high level of service standards, guest satisfaction and guest loyalty. You will also take the lead in increasing the Hotel's profitability and driving cost effective and saving strategies. Moreover, the Resident Manager actively involved with colleague's development, employee relations and health and safety requirements.

FLASH INTERNATIONAL

Jun 2010 to Sep 2012

- KIWI RESORT (PART OF FLASH INTERNATIONAL GROUP) - DEPUTY GM /ROOMS DIVISION MANAGER (TANZANIA)

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HMH GROUP (CORAL PLAZA ALAHS) - FRONT OFFICE MANAGER (K.S.A)

Mar 2009 to May 2010

Monitor Front Office operation to ensure guests receive prompt, warm attention and personal recognition Assist in monitoring and controlling, on an on-going basis, department costs to ensure performance against budget assist in the preparation of statistical, performance and forecast reports as necessary in order by following reservation department to facilitate annual budget and strategic plan preparation and provide management with marketing information.

- FLASH INTERNATIONAL BAOBAB BEACH BUNGALOWS – FRONT OFFICE MANAGER (TANZANIA) Jun 2005 to Sep 2008

Direct and coordinate the Rooms Division and coordinate with the Executive, Housekeeping to ensure that housekeeping procedures are established to maximize production as well as the Food & Beverage operations in conjunction with the General Manager to meet the daily needs of the hotel, including, but not limited to, staffing, forecasting, controlling, and supervision, regulate linen and housekeeping supplies and to ensure the cleanliness of the facility. Certify that procedures and controls are implemented for the laundry operation. Oversee departmental matters as they relate to federal, state and local employment and civil rights laws.

MOHAMED ALI

CALIMERA MODERNA BEACH (ALBATROS GROUP) – ASSISTANT FRONT OFFICE MANAGER Jan 2004 to May 2005

Oversee the entire Front Office operation to maintain high standards to assist the Front Office Manager to evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement and manage all front desk staff, bellman, guest relation, reservation and work schedules, policies, and procedures, monitor the appearance, standards, and performance of the Front Office Team Members, Ensure regular and VIP Guests are recognized and that the Front Office department operates with a sales attitude and promotes the hotel brand's loyalty scheme to maximize room occupancy at best rates and use up-selling techniques to promote hotel services and facilities.

HILTON WORLDWIDE - Front Office Supervisor Hilton Sharm Waterfalls

Nov. 1995 to Mar. 2003

Supervise and handling all desk duties & the guest & also reservation duties, night audit duties and manage all the front desk staff with Fidelio system V. 6.20(10). To consistently provide thoughtful, caring and sincere service to lead and supervise the Front Office team in all aspects of the department and ensure service standards are followed to maximize revenues by upselling and following budget guidelines, to handle Guest concerns and react quickly, logging and notifying proper areas, fully competent in all reception and cashier duties, to balance operational and Colleague needs, assist guests regarding hotel facilities in an informative and helpful way, follow department policies, procedures and service standards follow all safety policies other duties as assigned

EDUCATION - LANGUAGES - TRAINING

- Bachelor's degree Hotel Management at High Institute of Tourism & Hotel
6 October City Egypt Completion Date : May 1995 Study for 4 years Hotel management
- High school or equivalent, Science Department at High School
Location: Cairo Egypt Completion Date: May 1991 4 Years study on Math science Dept.
- Arabic, English, German, ,Italian, Swahili
- Health and Safety Assurance (2007). First Aid at Hilton, Front Office Training Course at Hilton - Hilton Telephone skills (Professional & Advanced Skills), Handling Complaints at Hilton - Steps for the Best Customer Service at Hilton Handling and Making Groups Reservation at Hilton, Selling Skills at Hilton - Leadership Skills at Hilton
- Train the Trainers at Hilton Complaints Handling (Action Steps to be taken after a Complaints) at Hilton
- Hilton Orientation (Basic Meeting Guest Expectations), Customer Focus - Managing Operations – Adaptability – Polite – Outgoing – Personable - Understanding the Business - Team Building - Planning for Business - Leading People- Valuing Diversity - Influencing Outcomes - Drive for Results – lead and Manage multi nationality team