



## Curriculum vitae

### **Bander M M Edel**

Place & date of birth : Aleppo, Syria 01/01/1969  
Nationality : Syrian  
Marital status : Married  
Languages : Arabic, English  
Qualifications : Bachelor of Economy  
(Business administration)

E-mail [bander30@yahoo.com](mailto:bander30@yahoo.com)

Address: ERBIL - IRAQ +9647511597710 - +9647716826600

Skype: Bander301

### ***Work experience***

\****Grand palace hotel( Kurdistan, erbil) boutique four stars***: director of operations from October 2013 to present

\* ***Sheraton Aleppo (Syria) five stars pre opening team***: September 2006 to September 2013 Guest Service manager in charge of rooms division dpt.

Responsible for the immediate supervision of organizing, planning direct and Managing the Front Office Operation, ensuring maximum room Profit and maintaining the highest level of Sheraton standards and, Ensure the highest level of Guest experience, to ensure that all G.S.A. is aware and implements all related standards, Achieving Budget figures both occupancy and revenue and at all times an Ambassador of the Starwood philosophy of friendliness in order to Establish a professional contact of yourself and all associates of the Departments with all our guests. And make sure that in anything we do, ***Guest comes first***

\* ***Mafraq Hotel (UAE) four stars*** : May 2006 acting front office manager due to F.O.M absence.

\* ***Al Raha Beach Hotel ( UAE) boutique five stars pre opening team***: November 2004 to September 2006 asst front office Manager, in charge of front office and reservations department.

\* ***Hilton Corniche residence (UAE) five stars*** : June 2004 to October 2004 front desk Supervisor.

\* ***Hilton Baynunah (UAE) five stars pre opening team*** : March 1995 to June 2004

Night manager.

- Duties: 1- management pre shift check nights (diary Log book, manning levels/Presentation of team, Current status vacant and pre registered Rooms).
- 2-Checking arrivals departures guaranteed no shows.
  - 3-reviewing the competitors' availability board.
  - 4-updating the housekeepers list (late check outs Extend stays, sleep outs, availability change).
  - 5-checking the rate discrepancy report (market segment Assigned, reason code assigned room type).
  - 6-preparing night managers summary.
  - 7-preparing and distributing reports.

\* **Abu Dhabi Holiday Inn (UAE) five stars** : 1992 to 1995 receptionist / front office Cashier.

- Duties: 1-checking the log book
- 2-hand over from previous shift
  - 3-checking arrivals, departures current status
  - 4-reading function sheets and event orders

### ***Training Courses:***

\* **Abu Dhabi Holiday inn:** food & beverage and general stores training, Outlet cashier training.

\* **Hilton Baynunah:**

- 1-accounts department cross exposure: accounts payable, inventory Income auditing, storekeeping, receiving and general cashiering c.c mail, purchasing, excel.
- 2-communications skills.
- 3-service excellent.
- 4-how to write development Plan.
- 5-communications styles for supervisors.
- 6-appraisal skills for supervisors.
- 7-train the trainer.
- 8-train the trainer (group)
- 9-telephone skills.
- 10-supervision 1
- 11-front office max (maximizing rooms revenue).
- 12-assertiveness.
- 13-fire fighting one day training.
- 14-guest complains handling.

\***Hilton Abu Dhabi:**

Sales cross exposure course at national sales office 100 hours Feb 2004.

**\*Hilton Corniche Residence:**

1-supervision 2

**\*Al Raha Beach Hotel:**

- 1- Train of the trainer.
- 2- First aid training.
- 3- Customer service course.
- 4-group training trainer.

***HILTON UNIVERSITY E-LEARNING;***

**Faculty of management:**

General management	5 courses
Communications curriculum	7 courses
HR curriculum	1 course
Leadership curriculum	2 courses
Teamwork curriculum	3 course
Personal development curriculum	5 course

**Faculty of business development:**

Sales	1 course
-------	----------

***STARWOOD DEVELOPMENT CENTRE E-LEARNING***

-capitalizing on change-HARVARD manage mentor 3	one course
-Budgeting-HARVARD manage mentor 2	one course
-assessing performance-HARVARD manage mentor 1	one course
-Coaching-HARVARD manage mentor 5	one course
-Delegating-HARVARD manage mentor 7	
-star guest response +-module 1	one course
-six sigma-module 4 IDMAIC: the five phases to import transfer project	one course
-six sigma –module 3 getting started with innovation transfer	one course
-six sigma –module 2 introduction to innovation transfer	one course
-six sigma – module 1 your field guide	one course
-Starwood preferred guest ( SPG ) – member levels an enrolment information( web based training )	one course

***In house training courses:***

\* first aid course at ministry of health school of nursing may 1996.

\* fire fighting & civil defense operations 100 hours at ministry  
Of interior may & June 1999.

\* Special course in work accident & emergency October 2000.

\* Management supervisory skills course august 2004 provided by Spearhead international training company Abu Dhabi branch.

\* Amadeus airlines ticketing system (basic functionality program 35 hours Abu Dhabi Amadeus UAE centre April 2004.

### ***Related experience***

\*teaching in **Al Hadara** institute *introduction to tourism, the tourism economic, the tourism promotion and marketing, the quality in the tourism industry* November 2010 to present.

\*preparing study in *Purchasing and stores, problems analysis and decisions making* to be trained and implemented in the public sector 2010.

\*appointed trainer by **Dar Bassil** and **the hotelier** institutes ( Aleppo , Syria) **front office department techniques and operations** of the first and second years study students in years 2006,2007,2008,2009.

\*teacher in **the middle east** institute ( Aleppo, Syria ) hotels management diploma study in subjects **front office, business of hotels, housekeeping, sales and marketing** years 2007, 2008, 2009 and 2010.

### ***Computer Knowledge:***

Ms Office package.

Windows 95, 97, 98, 2000,2007,xp,vista

**Fidelio** 6.07, 6.10, 6.20, (16), 6.20(24), 6.20(25), 7.00

**Prologic** and **prolific** back office hotels system.

**Opera** V.3.0.3

**Opera** V 5.0

**Java** sources

**Omega** front office and back office hotels system.

Address                      E-mail      [bander30@yahoo.com](mailto:bander30@yahoo.com)

Skype      Bander301

ERBIL - IRAQ    +9647511597710    -    +9647716826600