

## Curriculum Vitae



### Personal Data

**Name** : Ashraf Tawfeek Abu taleb El akeer  
**Birth date** : 2nd September, 1982  
**Address** : Minshat – Dahshour - Giza  
**Nationality** : Egyptian  
**Military Status** : Completed  
**Marital Status** : Married  
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### Educational Data:

**Education** : Graduated from Institute of Tourism and Hotels.  
**University** : Helwan  
**Total Grade** : V. Good

### Skills :

#### Courses Training& Personal Skills:

- (Studding Courses Multi – AUC) (Courses in CONRAD HOTEL).
- Computer (word & excel & PowerPoint & OPERA PMS).
- Courses English & industry safety in Conrad hotel).
- High School degree.
- Previous experience in hospitality management preferred.
- Four Seasons Introductory Training Program and service leader ship
- Fire Exit Training and industry safety training & be my guest to handing
- Hygiene Training & Johnson Diversey Training-clean program work shop.
- Opening team member.
- Employ of the month.
- Hotel management and supervisor skills.
- OPERA SYSTEM Housekeeping & telephone manner.
- Good at Speaking & Writing English.
- Computer skills (Word - Excel - Opera PMS – Internet - Office).
- Designated Trainer by Four Seasons.
- Train the Trainer by Kempinski Hotels.
- Body language Course.
- English Business Writing Skills.
- Essential Supervisory training“ Introduction to Leadership.
- Essential Supervisory training“ Effective communication.
- Essential Housekeeping Training.
- Problem Solving & Decision Making.
- Time to talk together Training.

### Experience:



1-Now Senior supervisor Housekeeping in Dusit Thani Lake view Cairo (1/5/2012 to now).  
The responsibilities for Senior Housekeeping Supervisor: he will be handling responsibilities in the absence of an Assistant Housekeeping Manager and Housekeeping Manager.

**Responsibilities for the Position:-**

- Assist the Housekeeping Manager in leading the housekeeping team.
- Help the staff to provide for Service to all guests.
- Ensure that all guest rooms and guest areas are clean according to Preferred Standards, and supervise the daily tasks of the housekeepers.
- Responsible for supervising the turndown attendants.
- team members all As a Departmental Trainer ensure training process is completed for accordance to company To administrate the department in an efficient manner and policies. - Responsible for performing training the new employees.
- Respond to guest comments requests and complains in a timely and professional manner.
- Maintain and Resolve all guests VIP arrivals to designated personnel for inspection and check Discrepancies on the rooms.



2- Housekeeping supervisor kempinski hotel (2years from2010To/2012).



3- Fairmont Nile city Cairo (royal service housekeeping from2009 To2010).



4-Four Seasons Nile Plaza (Housekeeping from7/7/2004 To2008).



6- Conrad hotel Recreation (spa-pool from 2008 To2009).



7-EL – DIWAN Hotel (2002 TRAINING In Sharm El Sheikh)

8-6 October Hilton (2003TRAINING).

***I Hope to be effective employee in your company***