

YASSER MOHAMMED ZAKI

Yasserzaki87@hotmail.com

HOTEL MANAGER



PERSONAL INFORMATION

Name	YASSER MOHD.ZAKI
Nationality	Egyptian.
Date Of Birth	23/4/1966.
Marital Status	Married

CAREER OBJECTIVE

Looking to join as a General Manager Position with Leading 5 Stars Hotels Chain to Improve My Management's Skills & Build a Solid Cv.

CURRENT POSITION

DIRECTOR OF HOTELS & TOURISM at Bin Jarallah Co.

RESPONSIBILITISE

- Responsible for the overall success of the hotel,
- Meeting or exceeding planned objectives for revenue and profit and ensuring - Guest satisfaction and product quality standards are met.
- Manage all areas of the hotel in accordance with brand standards to
- Achieve a friendly atmosphere of superior guest service and product quality
- Planning, organizing, and directing all aspects of the hotel day-to-day operations, activities and services including:
- Guest relations (Meeting and greeting customers, guest service delivery, dealing with customer requests; complaints and comments, increase guest satisfaction);
- Front desk (reception, concierge, reservations),
- Security effectiveness.
- Food and beverage,
- Housekeeping,
- Property and asset maintenance, renovations, and furnishing,
- Supplies, and dealing with contractors and suppliers.
- Brand standard conformance.
- Ensure events and conferences run smoothly.
- Ensure compliance with company standards.
- Ensure compliance with licensing laws, health and safety and other statutory regulations.

FRONT OFFICE MANAGER**CORAL INT. HOTEL.**

1. To assist in the preparation of the Departmental Budget.
2. To constantly strive to please all guests that he may come into contact with during his Work hours.
3. To ensure through effective supervision that all services offered in the Front Office are Always available and are carried out with the utmost Efficiency and courtesy as per The Departmental Operations Manual.
4. To liaise with the Customer Service to ensure the proper market mix to achieve the Maximum room average rate.
5. To ensure a speedy telephone and message service at the Front Desk at all times. 6. To maintain an atmosphere of tranquility at the Front Desk, never giving the Impression that there is a problem.
7. To establish an efficient method for the coordination of all Departments, with particular Emphasis on cashier, credit, sales, housekeeping, Maintenance, telephone & security.
8. To ensure that all incoming reservations for the day match the necessary Accommodation,
9. To ensure that all assigned and blocked rooms requiring VIP amenity setups are Accurately displayed in Computer System and available to the Housekeeping and Room Service Departments for action.
10. To ensure that Guest History records are accurately maintained and all Recurring Guests are pre-registered.
11. To meet and escort all arriving VIP's, ensuring that their needs are Satisfied, their Luggage is swiftly sent to their rooms, and that they are Checked-in in a courteous and efficient manner with no delay.
12. To ensure that all VIP's are checked prior to the arrival of the guest for 100% Readiness.

FROM JULY 2007 TILL JULY 2008**REVENUE MANAGER****CORAL INT. HOTEL.**

- Optimize Revenue By Monitoring All Distribution Channels.
- Work Closely With Gm, Dor and Dos to Establish Selling Strategies, Facilitate Weekly Revenue Strategy Meetings.
- Assist With Property Preparation And Is Accountable For Sales Strategy And Forecasts.
- Support the Building Of All Rates, Packages, and Hotel Sales Strategy Information In The Hotel's Inventory Systems.
- Guide The Reservations Team And Adjust Rate Strategies In Order To Maximize Revenue.
- Responsible For All Rate Approvals for Group Rates and Leisure Rates That Do Not Adhere To Set Guidelines
- Responsible For Maintaining All Inventory Systems, Website Promotions, Consortia Agreements, Website Content, and Other Sources That Offer Transient Demand. - Review The Forecasts From Properties.

FROM OCTOBER 2005 TILL JULY 2007**RESERVATION MANAGER****RIYADH PALACE HOTEL.**

- Motivating Front Office And Reservations Employee On “Fidelio System” To Continuously Up Sell.□
- Taking Overall Responsibility for Front Office Operations.□
- Dealing With Corporate Clients.□
- Helping With Staff Management.□
- Developing Client Liaison.□
- Maximizing Sales Opportunities And General Administration Associated With These Tasks.□

FROM MARS 2004 TILL OCTOBER 2005

DUTY MANAGER IN PROJECT FOR HOLIDAY INN.

- Ensuring the restaurant service runs smoothly and efficiently.□
- Overseeing the cleaning of bedrooms and public areas.□
- Helping the manager with administration i.e. staff rotes□
- Managing cleaning and laundry budgets.□
- Maintaining a high level of client contact. Dealing with suppliers and tradesmen under the supervision of the Hotel Manager.□

EDUCATION

- Graduated From Holly Family English Primary, Prep. And High School1983.□
- B.Sc of Commerce 1987 .Cairo University.□

CONTACT INFORMATION

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