



Othman Mohammed Mahmoud

Room Division Manager

" A highly professional Rooms Division Manager with over 12 years of experience in managing the daily operations of the rooms division in high-rated hotels with a proven ability to enhance customer satisfaction levels by providing unparalleled hospitality service and improving team efficiency. I have a strong background in operational management and budget planning, along with exceptional skills in leading and training staff, focusing on responding to guest needs and elevating service standards, monitor , resolve issues and formulates policies and plan to increase occupancy rates and reduce expenses."

Work Experience

Sales Executive , Quality zone for hotel supplies

Jeddah , Saudi Arabia (from 2023 to 2024)

- Making field visits and introducing the company and its products to customers .
- Studying the market and competitors, providing necessary information to management to help improve competitiveness and the quality of services offered to customers.
- Strengthening relationships and cooperation with clients to increase sales volume.
- Creating price quotes and following up on the sales process until the products reach the client, as well as post-sale follow-up to increase customer satisfaction .

Room Division Manager , Tahrir Plaza Hotel

Cairo , Egypt (June 2020 - August 2023)

- Supervising the housekeeping department to ensure the speed and smoothness of task completion.
- Following up on the reservations department to track guest bookings, cancellations, and modifications, and coordinating with other hotel departments.
- Overseeing the maintenance department's work.
- Supervising the front desk operations.
- Developing strategies to increase efficiency and reduce costs.
- Participating in planning meetings and reporting on work progress .

Front Office Manager , Tahrir Plaza Hotel

Cairo , Egypt (January 2017 - June 2020)

- Monitoring and supervising the front desk department, reviewing bookings, and ensuring coordination with other departments for quick guest check-ins.
- Implementing hotel policies and evaluating the

Contact Information

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Jeddah , Saudi Arabia

Skills

- Knowledge of best practices in hospitality .
- Opera PMS
- Nazeel
- Microsoft Office
- The ability to work under stress and managing time effectively
- Cooperation , effective guidance and leading the team .
- Ability to innovate and improve processes.

Languages

Arabic

English

Hobbies

• Reading

• Football

performance of front office staff.

- Following up on guest complaints and coordinating with other departments to resolve them .

Front Office Supervisor , The Nubian Village Hotel

Sharm ElSheikh , Egypt (January 2015 - January 2017)

- Managing all daily operations related to the front office, such as overseeing check-in and check-out procedures, ensuring accuracy of guest invoices and charges, and taking responsibility in the absence of the manager.
- Following up with guests, answering their inquiries, resolving their issues promptly and efficiently, and ensuring sales and occupancy goals are met.

Receptionist , Grand Azur Hotel

Sharm ElSheikh , Egypt (January 2012 - January 2015)

- Welcoming guests, handling their reservations, checking them in, managing their accommodation procedures, and responding to their inquiries.
- Issuing room keys and numbers to guests and retrieving them upon departure.
- Creating guest accounts and closing them upon departure from the hotel.

Education

Diploma in Hospitality Management

Alison Academy .
Grade : Excellent

Faculty of Tourism and Hospitality , Mansoura University

2009 - 2013
Grade : Very Good

Courses and Certificates

- Hospitality Management Studies – Hotel Operations
- English Language Course - Advanced
- Marketing and Sales Management
- ICDL
- Stress Management
- Time Management
- Cross-Cultural Dialogue (Its Fundamentals and Skills).