

Mustafa Hosni Rasmi

Mobile1 :(+971 54-352-5501)

Email 1: Mustafa.hosni90@gmail.com



OBJECTIVE:

I'm a hard working professional with eagerness and willingness to learn.

Very enthusiastic in any opportunity that will enhance my knowledge and assist my professional development.

PROFESSIONAL EXPERIENCE:

Hotel Representative & Tour Guide (Arabic ,German,and English) .

Alpha Tours Dubai, United Arab Emirates 2017 till present.

Chief Tour Leader & – Quality Manager

ETS, MTS Globe "Egyptian Touristic Service"– Sharm El - Sheikh, Egypt. May 2010 – Till Aug 2016.

- Providing excellent customer service is our only option (customer is always right)
- Follow up the guides during go and back transfer to the hotel.
- Follow up the guide during the trips and be sure that they are doing the right itinerary.
- Preparing the right speech to the guide (transfers – Trips).
- Solving the guides problems by contact with the manager.
- Preparing all guest paper work (welcome letters – visiting hours – info board).
- Handling all the guest problems.
- Guest satisfaction
- Follow up with hotel guides to archive our sales target.
- Keep updated with offers.
- Make sure that the guides will be in the best appearance in front of the guest. To maintain the appearance of the company.

Hotel Representative.

Kuoni Zürich Agency – Sharm El Sheikh, Egypt.

July 2007 – Apr 2010

- Serving customers in the hotel.
- Making sure every customer receives exceptional levels of service.
- Offering face to face advice to customers.
- Handling customer complaints in a calm manner.
- Mediator between the clients and the hotel

Receptionist - Customer Service

Iberotel Coraya Beach 5*** Marsa Alam, Egypt**

Jun 2006 – Jun 2007

- Proven customer support experience.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to respond to different types of characters.
- Offering face to face advice to customers.
- Handling customer complaints in a calm manner.
- Accordance with company procedures and policies.
- Making calls and writing e-mails to management and head department.
- Responsible for serving foreign customers.

EDUCATION:

- Higher education qualification bachelor degree from Faculty of tourism and hotels, “Graduated May 2004” El - Menia University, Egypt.

Training / Seminars:

- **German Course.** (Goethe Institute – Cairo / Egypt) • “My priority is you” **training program** (ETS&MTS Group)
- Guest Service - Quality & Hotel Rep.
- Communication Skills.

Program included the following:

How to handle guest complaints.
Guest interactions.
Telephone manners.
Sexual harassment prevention.
Grooming & hygiene.
Firefighting & safety hazards.
Essential skills for communicating effectively with guest.

Skills:

- Excellent knowledge of Microsoft Office Word, PowerPoint & Excel.
- All aspects of the Internet.
- Excellent analytical, problem solving and decision – making skills • Sense of responsibility and integrity, Team Oriented
- Excellent operational and organizational skills.

PERSONAL INTERESTES / HOBBIES:

Football, basketball, surfing the internet, traveling, reading and swimming.

PERSONAL DATA:

- Date of Birth : - April 28,1983
- Place of Birth : - Egypt
- Nationality : - Egyptian
- Gender : -Male
- Military Status: - Final exemption
- Religion : - Muslim
- Marital Status : - Married

Languages:

Fluent in **German** - **English** and **Arabic** as Mother Tongue, languages (oral, written, and expression)