

# Mustafa Hosni Rasmi



## **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 Manager ( Arabic ,German,and English ) .Alpha Tours Dubai, United Arab Emirates 2017 till present.**

- Planning and disseminating in-depth itineraries.
- Team management and decision making.
- Reservations sales and new business development.
- Booking transport, accommodation, and adjacent services.
- Remaining highly accessible to stakeholders & engages with DMC.
- Completing client-requested errands, within reason.
- Managing allotted finances.

### **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 guide's 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)