



## YOUSSEF EID

### ABOUT ME

My 5-year professional experience in the Hotel Industry utilizes events planning and organization, sales coordination, client servicing and lead generation.

I love long drives, nature and sunsets. A double shot espresso in the morning will surely head start my can-do attitude.

### CONTACT INFO

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Dubai, UAE

### EDUCATION

The Egyptian Institute of Alexandria  
Academy for Administration &  
Accounting  
Computer Information Technology  
Administration  
2006 - 2009

### PERSONAL DATA

Nationality : Egyptian  
Birthdate : 12.07.1992  
Language Fluency:  
Arabic (Mother tongue)  
English (Fluent, verbal and written)  
Russian (Basic)

### WHAT I DO BEST

- Client Servicing
- Sales Coordination
- Events Organization & Planning
- Lead Generation
- Sourcing & Negotiations
- Operations & Execution
- VIP Butler Service
- Food & Beverage Supervision
- Procurement

### WORK EXPERIENCE

#### F & B SUPERVISOR

**TRYP by Wyndham Dubai**

**Al Seef 1 Street, Al Barsha Heights, Dubai, UAE**

**November 2020 - Present**

#### Rixos The Palm Dubai Hotel & Suites

**Palm Jumeirah, Dubai, UAE**

**April 2019 – June 2020**

#### SALES COORDINATOR – MICE & GROUPS

- Organizes wedding ceremonies & meetings, children's birthday parties
- Evaluates and prepares contracts and proposals of each group lead before sending proposals to clients. Calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Handles all inquiries, incoming calls and emails related to MICE Groups and Leisure Groups to ensure that all leads are addressed.
- Analyzes group requests, checks availabilities in the respective hotels, block rooms & spaces, prepares and sends group quotations to all local and overseas Travel Agents / PCO's / Corporate Accounts / DMC's and incentive houses.
- Ensures accurate and timely updates for the Group log and that all leads are tracked and followed up on.
- Uploads all group room blocks and their event requirements in Opera system and manages the groups from the contracting phase to handover to the property team.
- Audits the market segments for each block created on the ASO and the Hotel level to make sure all inquiries are logged and tracked as per SOP.
- Actively takes part in the departmental briefings, Sales Blitz, telesales activities and 'bring back old business' actions as requested by the Department Head
- Prepares weekly reports: Group log report with current status and updates; Groups loss business report; Turn down report; Weekly conversion report per Hotel per segment
- Prepares monthly reports: Consolidates the weekly conversion reports Identifies the top 10 MICE producing accounts per Hotel together with comparative analysis.
- Assists the Senior MICE team members and manage their administrative tasks

#### Rixos Premium Dubai JBR

**Jumeirah Beach Residence Dubai, UAE**

**June 2017 - March 2019**

#### FOOD & BEVERAGE COORDINATOR

- Primary role is to source, negotiate and coordinate with external partners to ensure that all supplies and materials in F&B Department is met to the Hotel's standards.
- Coordinated with internal departments concerned with F&B Department like housekeeping, security, room service and concierge.

#### VIP BUTLER – PRE OPENING

- Substantial experience in supervising workload of all waiters and maintain quality of working in the restaurant
- Ability to maintain optimal standard of service at all times
- Coordination with Restaurant Manager and performed all service as per requirement.
- Assisted all Restaurant Managers and organized various events to keep up the staff morale.
- Provided training to junior staff members in coordination with the Restaurant Manager.
- Ensured compliance to all fire regulations and hygiene level required in the restaurant. Familiarity of various health and safety regulations.

#### VIP Arabic Butler

**Movenpick Ibn Batuta Gate Hotel**

**January 2016 – May 2017**