

Resume

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OBJECTIVES

I wish desire to join an organization that has vision for growth and advancement. I have extensive years of experience and knowledge at senior capacity, which I believe would be an asset to an organization that aims for progress. In the long term, I aim to reach my full potential and further my growth with your team that will factor in the organizations' advancement.

PROFESSIONAL EXPERIENCE

Pearl Hotel Management	Feb 2018 - Present
Cluster Revenue Manager	
Atana Hotel Dubai Tecom Al Barsha	Oct 2016 - Jan 2018
Reservations & Revenue Manager – Reservations, Sales and Marketing Department	

Responsible for handing of 828 Hotel rooms and Suite and achieving occupancy targets/levels as identified in the annual budget and marketing plan for Reservations. Work with the Sales and Events Teams to develop future and repeat business opportunities. Specifically, I was responsible for performing the following tasks to the highest standards:

- Liaising with central reservations to communicate new rate plans and promotions
- Liaising with travel agents and the rooms division manager
- Assisting the sales team in setting their rates
- Maintaining the in-house reservations systems
- Forecasting revenue streams
- Managing the team effectively
- Review arrival report daily.
- Responsible for preparation of occupancy forecast.
- Responsible for training staff.
- Responsible for implementation of policies and procedures.
- Responsible for recording Company/Travel Agent Rates both in system and correspondence file.
- Liase with Sales Department in regards to occupancy, Rates Reservation's Analysis.

- Responsible for various Production reports and supply to each department concerned.
- Monitoring Telephone Manner and general performance of reservations staff daily.
- Ensure special handling of repeats guest and very VIP guest.
- Observes and ensures that proper telephone manners are maintained at all times
- Monitors and coordinates group reservations activity with the Sales Department and Revenue Manager
- Follows up tentative bookings and update reservation status
- Reviews no-show and cancelled reservations and processes charges according to hotel's policy
- Review room blocking for Long Stay. Suites and special group request.
- Supervising of Group Reservations.
- Maintain cordial relations with commercial clients.
- Bring to the attention Front Office Manager when the hotel availability status be changed and prepare for necessary action.
- Responsible for work schedule
- Responsible for maintaining a Neat and Orderly position at all times.
- In general, perform any other duties might requested by Front Office Manager or Room Division Manager.

Jood Palace Hotel Dubai EX (TAJ Palace Hotel Dubai) Oct 2014 - Oct 2016
Assistant Reservations & Revenue Manager – Reservations, Sales and Marketing Department

Primarily supervises the reservation functions for the hotel ensuring all reservations are processed in a pleasant, professional and efficient manner. Manages and coordinates activities of reservation team members providing reservations and customer services skills.

Achieving customer satisfaction and room revenue goals while taking guests through the booking process. Assist the reservation manager or front office manager with budgeting, forecasting, and hiring, retaining and developing reservations and customer service employees.

- Answer guest inquiries pertaining to hotel services, registration of guests, and shopping, dining, entertainment and travel directions etc.
- Manage systems that are set up within the reservations department to ensure accurate handling and monitoring of phone calls.
- Assists and prepare in groups pre-arrival process and also preparing group rooming lists.
- Maintains a clean and organized work area.
- Attends all scheduled meetings as required with HOD's or Sales team.
- Create and manage rates and packages configured on the Hotel software.
- Track all reservations picked up from all On-line channels like hotel website, OTA, GDS, other third party etc.
- If there are failed reservations to update the Hotel software then process those reservations manually.
- Co-ordinate with the Channel manager, or software vendors for any availability, rate or booking integration issues.
- Handle external systems like channel Manager, Web booking engines, Rate comparison tools, Online Travel Agents extranets etc.
- Update No-shows and cancellations on all OTA's without fail to avoid and unwanted commissions.

- Responsible for maintaining Rate parity across all booking Channels (Website, OTA, GDS, Travel Agents Etc.)
- Adjust rates according to suggestions from Yield or Revenue management systems.
- Verify all reservations taken on the reservation forms are updated on the PMS without fail.
- Understand and enforce hotel and company credit policies and Ensure proper billing instructions, routing instructions and payment methods are applied to the reservations.
- Verify if each reservation requests are processed as per the hotel standards and without delay.
- Verify if reservation confirmation letters are send for all processed bookings within the stipulated time.

Millennium Copthorne Hotel Dubai

Dec 2012 - Oct 2014

Reservations Supervisor – Incharge of Room Revenue and Reservations Department

- Process retentions, no-show and cancellations as per the hotel policy and procedures.
- Handles any request for amenities or transportation promptly and accurately. Details are shared with the concerned department or third party accurately.
- Monitor all Tentative / Provisional / Waitlisted bookings entered on the system and follow up done for deposits / guarantee.
- Records and files all reservation correspondence neatly and accurately on prescribed forms or folders.
- Keep records of room availability, rates, amendments, daily reservation pickup, rooms on book, cancellations, no-show, etc.
- Handles the reservation correspondence accurately and neatly and follow up for any missing correspondence before guest arrival.
- All reservation modifications are updated on the property management system immediately and accurately in case of any changes.
- Maintain department approved quality assurance program to include, but not limited to, rates, deposits property descriptions, activity tables and reservations letters.
- Manage reservation function to maintain the highest possible room occupancy and average daily rate through suggestive selling and recommendations from external yield or revenue management systems.
- Ensure acceptable service levels and all statistical reports are sought and maintained.
- Tracks daily, weekly, monthly, and yearly statistics for analytical, budgeting and forecasting purposes.
- Check forecasting reports based on statistics codes (Market, Source, Rate Code etc.), reservations which are wrongly tagged should be amended.
- Receive contracts detailing room allotments and creates allotments on the hotel management system.
- Train newly recruited reservation staffs in taking reservations, telephone etiquettes, reservation module on hotel software and processing emails.
- Ensure that Guest service agents at front desk are also trained on reservations and checking hotel availability.
- Ensure deposit payment is taken in advance for all pay at hotel reservations eg: Direct reservation, OTA's (Booking.com, Orbitz, Expedia etc.)
- Determine work procedures, prepare work schedules, assign duties and expedite work flow for reservation agents.
- Manage all aspects of reservation department in the absence of reservation manager.