

# Remon Samuel

Experienced Hotel Reservations - Cairo, Egypt

W: <http://www.worky.com/remon-youssef>

My name is Remon Samuel Youssef , I'm graduated from High Institute of Toursim and Hotels 1997 , Hotel Management . I've worked in many multinational chains like Starwood Hotels , InterContinental Hotels Group & Hyatt International for more than 7 years, My main experience is in Rooms Reservations. I'm looking forward to use my background and experience to have a new opportunity in Ireland. I'm Irish and I'm planning to move to Ireland by March 2011.

## Professional Experience

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2009 - Present

### **Grand Hyatt Cairo Hotel , Egypt - Assistant Reservations Manager**

Job Summary: To work as a team member to create the most professional sales team. To meet and exceed the sales targets set in the monthly and yearly forecasts and to direct all efforts to maximizing the hotel's revenues and profits in across all revenue streams rooms, small meeting conference and food & Beverage operating departments. To develop network of contacts to encourage and secure hotel trial of key decision makers.

Job Description :

#### Financial

1. To maximize rooms sales and revenue.
2. To ensure that all relevant hotel, company and local rules, policies and regulations are adhered to, including credit and payment policies.

#### Administration

1. To oversee and assist in the operation and update of the Reservations Departmental operation manual.
2. To conduct regular communication meetings and ensure that departmental briefings and meetings are effective and conducted as necessary.
3. To Ensure that the use new technology and equipment is explored and implemented wherever appropriate.
4. To ensure that an organized and efficient filing system is implemented for the department.

#### Customer Service

1. To ensure that all reservations employees deliver the brand promise and provide exceptional guest service all the time.
2. To ensure that Reservations employee also provide excellent service to internal customers as appropriate.
3. To handle all guest and internal customer complaints and inquiries in a courteous and efficient manner, following through to make sure problems are resolved satisfactorily.

#### Employee Handling

1. To identify training needs and plan training programs for the employees.
2. To ensure that the departmental employees are multi skilled and have the necessary skills to perform their duties with maximum efficiency, through consistent training in accordance with the Annual training plan.
3. To assist in the training of team members ( team leader ) as part of the effort to build an efficient team and to be able to take an active interest in their individual development and welfare.
4. To ensure that all employees provide a courteous and professional service at all the time.
5. To supervise the employees with the department, ensuring that the correct standards and methods of service are maintained as stated in the Department' Operations Manual and Credit Manual.
6. To ensure that all employees maintain a high standard of personal appearance and hygiene at all times.
7. To ensure that all the employees report for duty punctually wearing the correct uniform and name badge at all times accordance with hotel grooming standards.
8. To assist in the building of an efficient team of employees by taking an active interest in their welfare, safety and development.
9. To ensure that all the employees have a complete understanding of and adhere to the Hotel's Employee Rules and Regulations.
10. To ensure that all employees have a complete understanding of and adhere to the hotel's policy relating to Fire, Hygiene, Health and Safety.

#### Operational

1. To oversee the taking and processing of all rooms reservations according to hotel and company guidelines.
2. To administrate the loading of all new rates into the relevant reservations system, including testing and deployment.
3. To work with other rooms departments, checking room and room-type availability, to maximize room sales, yield and average room rate through up selling and other inventory and rate management initiatives.
4. To oversee and assist with the processing of individual and group reservations, rooming lists, waitlist and other reservation.
5. To proper accurate advance booking counts and forecasts.
6. To build strong relationships with all sources of bookings and work closely with the marketing department in maintaining and developing these relationships.
7. To ensure that all company minimum brand standards have been implemented, and that optional brand standards have been implemented where appropriate.
8. To respond to the results of the customer audit and ensure that the relevant change are implemented.
9. To work closely with other management personnel in supportive and flexible manner focusing on the overall success of the hotel and satisfaction of hotel guest.
10. To oversee and assist with the processing of individual and group reservation, rooming lists, waitlists and other reservation.
11. To be monitor and follow up on group blocks and groups with no room lists.
12. To ensure that all guest details are entered correctly in accordance with the principles of clean date.

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Key Skills Administration, Customer Service, Filing, Health and safety, Marketing, team leader

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#### 2006 - 2008 **INTERCONTINENTAL & HOLIDAY INN CITYSTARS - Reservations Spervisor**

Job Summary : Ensure professional, prompt and informed customer. It is also to ensure the smooth running of the Reservation Sales Department and to ensure the Reservations Sales Team are kept abreast of all information that will affect our sales capabilities. Quality controls and standards are ensured and maintained at all times. Deals with all correspondence and confirmations with regards to reservations.

Job Description :

1. Supervise the daily operation of the Reservation Sales Clerks.
2. Ensure high standards of service levels providing quality control checks on reservation.
3. Ensure Reservations Sales Clerks are competent in all aspects of Herman and provide feedback to Trainer/Supervisors if more training required.
4. Ensure all hotel information is available, current and is sales-oriented in all reservation systems.
5. Handle problems and queries from all accounts, hotels and sales personnel.
6. Monitor all extra tasks and ensure they are all completed in a timely fashion.
7. Brief Reservation Sales Clerks on upcoming issues and maintain briefing on a daily basis.
8. Liaise with Commercial and Relationship Marketing Department and Leisure Marketing Department on the smooth handling of Corporate/Leisure and Pacific Privilege/Priority Club promotions ensuring all staff are briefed prior to a promotion launch.
9. Liaise with Priority Club and Guest Relations Consultants on any issues/workload and provide support where necessary.
10. Ensure the Director of Yield and Revenue Management is advised of any problems/issues affecting the performance of the hotel.
11. Handle any necessary correspondence as relates to the Reservation Sales Department.

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Key Skills Marketing, Promotions

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#### 2004 - 2005 **INTERCONTINENTAL CAIRO CITYSTARS HOTEL - Reservations Agent**

Job Description :

1. Processes reservations by mail, e-mail, telephone and fax.
2. Processes reservations from Central Reservations Office, Regional Offices, Inter-Inn reservations and travel agents reservations.
3. Processes cancellations, revisions, and information updated of changes, responsible for correct completion of records and reports.
4. Receives and posts advance daily and dispatches guest receipts regularly.
5. Reconfirms block bookings, ensures that correct rooming lists are received, and checks arrival times, rates

and all other information on group bookings.

6. Ensures that customer relations are kept at a high standard and that any complains are dealt with in a satisfactory manner, reported to the Duty Front Office Manager and the Director of Yield & Revenue Management.
7. Organise traces for follow up.
8. Ensure client files are kept organised and current with all required information.
9. Monitor and handle inquiry calls on a timely basis.
10. Ensure that all incoming calls are answered within 3 rings with proper greetings and telephone etiquette.
11. Actively solicit and book business following hotel standards.
12. Be familiar with all hotel services/features and local attractions/activities to respond accurately to any guest inquiry.
13. Keep up to date product knowledge of the hotel and competitors.
14. Respect Health and Safety policies of the hotel and ensure that all the staff respects them.
15. Comply with hotels rules and regulations.

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Key Skills customer relations, front office manager, Health and safety, Office Manager, Reports, Travel agents

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2003 - 2004 **Sheraton Soma Bay Resort - Reservations Agent**

Job Description :

1. Processes all room reservations whether booked individually or on a Group basis.
2. Maintains up to date room availability information and liaises closely with the Reservation Supervisor.
3. Deals with all correspondence and confirmations with regard to reservations.
4. Processes reservations by mail, telephone and fax.
5. Processes reservations from Central Reservations Office, and travel agent reservations.
6. Processes cancellations, revisions, and information updated of changes, Responsible for correct completion of records and reports.
7. Reconfirms block bookings, ensures that correct rooming lists are received, checks arrival times, rates and all other information on group bookings.
8. Ensure that customer relations are kept at a high standard and that any complaints are dealt with in a satisfactory manner and reported to the Duty Front Office Manager. And the Yield & Revenue Management director.

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Key Skills customer relations, front office manager, Office Manager, Reports, Supervisor

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1999 - 2001 **Sheraton Heliopolis Tower & Casino - Guest Service Agent, Guest Service Center**

Job Description :

1. Answers all calls within 3 rings, using the guest surname at least three times throughout conversation.
2. Inputs all guest, Engineering, Housekeeping, etc. requests promptly and accurately into Smart Butler System ! rapid response system.
3. Monitors all calls that are on queue and answers appropriately.
4. Coordinates and assigns by dispatching work orders to the appropriate department and staff and ensures the assigned work orders are completed in accepted standard time and by priority.
5. Notifies guests or internal staff of any delays in performing work orders in accepted standard time and calls back guests to ensure guest satisfaction within accepted time frame.
6. Knows how to handle the Housekeeping requests and deliveries.
7. Knows the basics about what guests might request regarding Engineering requirements.
8. Handles guest calls for the pick-up and delivery of laundry, pressing, mending and dry-cleaning.
9. Knows restaurants operating hours and specials / promotions within the operation as well as catering space requirements and locations.
10. Knows how to handle guests' complaints and reports / logs them for senior management.
11. Completes the beginning and ending shift duties that include turnover shift report, outstanding jobs not completed in Smart Butler System ! and any other daily, weekly and monthly reports required by senior management.

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Key Skills Catering, Cleaning, dispatching , engineering, housekeeping, Promotions, Senior Management

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**Education and Qualifications**

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1997 **Bachelor/Degree - Hotel Management**

**Additional Information**

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**Languages**

**Arabic** - Fluent

**English** - Intermediate

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**Interests**

Playing Piano.

Internet Browsing.

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