

Noha Soliman



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Shoubra – Cairo, Egypt



Objective:

Seeking a challenging opportunity in a well-known Company to act as an active member with a dynamic environment & challenges in which i can develop my aspiration using my potential and Experience.

Work Experience:

Germo Tours Group - Assistant Reservation Manager 2017 - up to date

Main duties:

- Responsible for Hotel and Local Reservations and Reservation
- Follows up tentative bookings and update reservation status
- Reviews no-show and cancelled reservations and processes charges according to hotel's policy
- Supervising of Group Reservations.
- Review arrival report daily.
- Responsible for training new comers.
- Responsible for the implementation of policies and procedures.
- Knowledgeable in hotel and guest room facilities/services and ensures reservations agents are equally knowledgeable.
- Ensure special handling of repeats guest and very VIP guest.
- Answer and direct phone calls, Organize and schedule appointments
- Book arrangements, Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, and letters.
- Act as the point of contact for internal and external clients
- In general, perform any other duties might requested by the manager

Germo Tours Group – Senior Tour operator 2014-2016

Mak Travel & Tours - Tour Operator 2010-2013

Network Hotel Reservation - Tour Operator Trainee 2009-2010

Main duties:

- Act as the main resource for reservation agents needing assistance technically to achieving customer satisfaction.
- Fully knowledgeable about hotel guest rooms, rates, promotions, amenities, programs, hotel facilities, and services.
- Track all reservations picked up from all On-line channels like hotel website, OTA, GDS, other third parties, etc.
- Update No-shows and cancellations on all OTA's without fail to avoid and unwanted commissions.
- Process retentions, no-show, and cancellations as per the hotel policy and procedures.
- All reservation modifications are up to date on the property management system immediately and accurately in case of any changes

- Receive contracts detailing room allotments and creates allotments on the hotel management system.
- Ensure deposit payment is taken in advance for all pay at hotel reservations eg: Direct reservation, OTA's (Booking.com, Orbitz, Expedia, etc.)
- Manage all aspects of the reservation department in the absence of reservation manager.

Education:

- Faculty of Law – Helwan University 2007
- Hafez Ibrahim Language School 2003

Courses:


- Amadeus System Basics, Cairo Business Center
- Passenger Fares & Ticketing Course, Cairo Business Center
- Microsoft Office Package
- Management Diploma, Misr Learn (Ain Shams University)

Skills:

- Active team work member
- Multitasking
- Self-oriented with high leadership ability
- Strong communications and presentation skills
- Enthusiastic with high potential for learning
- Work under pressure
- Flexible to company guidelines

Hobbies:

- Reading especially English Novels
- Listening to Music
- Mimi Crafts

 *All References are available upon request.*