



C.V

Mansour Shawky Mansour

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Personal information

Date of birth : 15/12/1988

Place of birth : Egypt, Cairo

Military service : Complete at (2019)

Marital status : Married

Religion : Muslim Nationality

Egyptian : Egyption

Education:

High School Language

Helwan Univrsity Faculty of Law _ Enrolled

Professional Experience

Unionair Group

*Salesperson From 2013 to 2016

*Contract Specialist From 2017 to 2019

Grand Nile Tower Hotel

*Guest Service office (Receptionist)

From Aug 2019 to Des 2021

*Front office (Shift Leader)

From Jan 2022 to Apr 2023

Skills:

- Answering Screening and forwarding incoming phone calls.
 - Receiving and sorting daily mail.
 - Excellent communication interpersonal skills Cool-tempered and able to handle rejection.
 - Good communication between departments
 - Solving guest problems and making them fully satisfied
 - Receptionist Duties
 - Front office Operations
 - Willing to walk the talk and positively project the face of the hotel
 - passionate about delivering exceptional guest experience
 - Able to proactively sense and take action on customer needs and opportunities.
 - Willing to exceed customer expectation.
 - Able to envision possibilities ,Build high performing teams, and inspire passion
 - Willing to take calculated risks , assume responsibility , and enhance quality and service
 - Able to work interdependently with others to improve effectiveness
 - Willing to put the interests of the enterprise above my own and seek win-win solutions
 - Able to process information effectively
 - Willing to use facts and to learn from experience
 - Able to deliver results and solutions and keep the focus on driving customer value
 - Willing to assume personal ownership and accountability
 - Flexible to work in different shifts timing.
- communication skills.

Language skills:

Arabic (mother tongue).

- English (good).