



Michael Farouk Shehata Soliman

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**Duty Manager, National Aviation Service, VIP Terminal,
Abu Dhabi International Airport, UAE,
From August 2018 till present.**

Summary

Seeking for a challenging career opportunity to work among a professional environment in a creative field where my field experience, interpersonal skills and extensive training can be applied and further developed & enhanced.

Skills

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|---|--------------------------------------|
| - Training , Coaching & counseling | - Team leadership |
| - Drive for results | - Self-motivated Staff development - |
| - Microsoft Office XP (Word, Excel, Power Point & Front page). Adobe Photoshop. Pro - | - Event planning and coordination |
| Tools (software sound mixing and editing). | - Guest satisfaction. |
| - Teamwork | |

Work History

December 2016		
August 2018	Roda Amwaj Suites JBR Hotel – Dubai. Front Office Manager (Head of Department).	Dubai
July 2013		
December 2016	Novotel & Adagio Abu Dhabi Al Bustan Night Manager	Abu Dhabi
	<ul style="list-style-type: none">● Assist the Front Office Manager by attending to minor complaints in prompt and courteous manner, ensuring that any insoluble problems are referred for attention.● Manage overnight operations of the hotel, conduct Periodic walk-through of each department, tour public areas and grounds to ensure the appearance of such areas reflects highly on the hotel, brand, and Company.	
July 2010		
July 2013	Yas Island Rotana & Centro Yas Island Front Desk Team leader. Night in charge	Abu Dhabi
	<ul style="list-style-type: none">* Manage overnight operations of the hotel.* Training and leading to Front Office team in the daily operation.* Handling guests Complains & offer alternative, handling the VIP guests.	

May 2009

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June 2010

Sur Beach Hotel & Resort
Front Desk Supervisor

Sur - Sultanate of Oman

- In charge of front office and Reservation departments.
- Manage & supervision the team.
- Place the department targets & drive to achieve it, Handling events & banquet bookings.

November 2008

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May 2009

Sofitel El Gezirah Luxury Hotel
Front Desk Shift Leader (Supervisor)

Cairo-Egypt

- Works effectively with the Services Manager, Guest Relations Manager and Guest Relations Officer on VIP.
- Reservations and arrivals.
- Supervision the team, work with team to achieve the hotel & department goals.

February 2008

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November 2008

Sofitel El Gezirah Luxury Hotel.
Guest Service Agent

Cairo-Egypt

August 2007

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February 2008

Hilton Alexandria Green Plaza Hotel
Guest Service Agent

Alexandria-Egypt

- * Manage Telephone Operator and Business Center daily operation.
- * Process guest check In, Check Out & performing cashier related functions

Education

May 2007

Tourism and Hotels, Alexandria University Egypt BSc: Hospitality and Tourism

Guidance Section, with the grade of Good with Honor.

Languages

Arabic - Mother tongue

English - Fluently spoken & written

Deutsch - Good spoken written.

Certifications and Awards

- * Official Departmental Trainer (Front Office) - Rotana.
- * Destination Leadership - Rotana.
- * Basic First Aid, CPR and AED for Adult, Children and infants.
- * Enhance Guest Experience Programme. ADTA
- * Handling Guest Complaints.
- * Best Rotana Rewards Membership Up seller within all Rotana Property 5 times / Star of the month (Best Employee of the hotel) – Rotana
- * .Basic First Aid, CPR and AED for Adults, children and infants .
- * Communication, negotiation skills.
- * Certified Fire Warden.
- * Handling Customer complaints.
- * Aviation services Safety and security.
- * Hotels New / soft opening experience.
- * Managing team skills.

References

Available upon request

Personal information

- Date of Birth: January 12th, 1986
- Nationality: Egyptian.
- Marital Status: married
- Military Service: Fully Exempted.