



# Kerolos Effat Aziz Wasef

## Work Experience

**March 2022 – Now**

Reservations Sales Agent • The St. Regis Almasa Cairo Hotel

**November 2020 – March 2022**

Account Sales Manager • Maged Emil's Cosmetic Supplies Company

**August 2020 – October 2020**

Front Desk Agent • Amarina Soma Bay Resort

**August 2019 – March 2020**

Front Desk Agent • Hurghada Marriott Beach Resort

## Experience Summary:

- Following sales techniques to maximize revenue including upselling not only on rooms revenue but also to cover all services available in the property.
- Identifying and implementing proper segmentation and related codes for different types of bookings (complimentary rooms, employee discounts, travel agent inspection rates, and wholesale reservations).
- Following proper escalation procedures when addressing guest concerns.
- Processing all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Identifying guest reservation needs and determine appropriate booking details accordingly.
- Following brand standards related to any guest or team communication.
- Accommodating guest's special requests and performing the relevant communication with the concerned departments.
- Awareness with all work-related information to be qualified to answer any questions about property facilities/services and room accommodations.
- Maintaining confidentiality of proprietary information; protect company assets; protect the privacy and security of guests and coworkers.



Elbahr St. - Sinnoures  
Elfayoum - Egypt



+2 01211300411



Keroloswasef55@gmail.com

## Skills:

- Microsoft Excel, Word & PowerPoint
- Opera PMS, OXI & Configuration
- Marriott Systems and tools
- Customer Service
- Brand Standard
- Sales
- Groups management
- Internet Researching

## Education

**Faculty of Tourism and Hospitality, Fayoum University (2019)**

- Department: Tourism Studies – Grade: Good



### Training

**Night Auditor training - September 2019**

15 days cross training • Hurghada Marriott Beach Resort

**Reservation Sales training – July : October 2018**

3 Month summer training • Hurghada Marriott Beach Resort

### Languages

Arabic – Native language

English - Good

### References

- Mrs. Lamia Sherif  
Multi Property Director of Revenue Management  
Sheraton Frankfurt Airport Hotel & Frankfurt Airport Marriott Hotel  
Email: [Lamia.Sherif@marriott.com](mailto:Lamia.Sherif@marriott.com)
- Mr. Antony Nabil  
Associate Cluster Revenue Manager  
The Club of Revenue Management by Radisson Hotels Group  
Email: [Antony.Nabil@radissonhotels.com](mailto:Antony.Nabil@radissonhotels.com)

