To whom it my concern,

Thank you for your time and consideration, I am delighted to submit my resume to you.

I am confident in my knowledge of the hospitality industry and throughout my time as Operations Manager of Fraser Suites Seef Bahrain, I have gained valuable experience in all aspects of the hotel and divisions within.

Attached to this is my resume which further details my skills, experience and education.

I look forward to the opportunity to speak with you further.

Thank you

Sincerely,

Zaid Jabri



Name:​​​ Zaid Jabri

DOB:​​​ November 22nd 1981

Nationality​:​ Jordanian

Marital Status ​: Married

Tel.: ​​+973 366 511 98

E-mail: zaid.r.jabri@gmail.com

EDUCATION:

B.A. In Tourism and Hospitality Management form Eastern Mediterranean University – (TRNC) Turkish Republic of Northern Cyprus.

2001-2002 ​Eastern Mediterranean University ​ ​Famagusta-T.R.N.C

​​Tourism ​Department / Tower Restaurant

Trainee throughout the semesters

2002-2003​ Grand Hyatt / Amman-Jordan

​Trainee for the period of 60 working days, Rooms Division,

House keeping, Laundry, Communication Center, Health Center.

2003-2004

Marriott Hotel Resort & Spa​ / Amman-Jordan

​Trainee for the period of 60 working days, Accounts department, Front office, Night Audit and Room reservations.

2015

Cornel University

​Frasers Hospitality Leadership Program

Computer Knowledge, MS office. Property Management Software's

COMPETENCIES:

​Technical and Functional Expertise.

​Understanding the Business.

​Achieving Results.

​Serving the Customer.

​Teamwork.

​Interpersonal and Communication Skills.

​Leadership and Personal Effectiveness.

PREREQUISITIES:

Highly focused, have excellent communication skills, be motivated and professional in appearance and presentation.

EXPERIENCE:

2005-2007 ​

Marriott Global Sales Office​ / Amman-Jordan

Sales Executive – inbound / outbound

- Corporate

- Travel agencies

2007-2008​

Al Shamel (TMC)​ / Amman-Jordan

​Sales Executive

- Corporate

- Leisure packages

- Air line ticketing

Operations Manager

Fraser Suites Seef Bahrain ​

Joining date : October 22. 2008​

Job Purpose:

Oversee the entire operations of a lodging establishment. Operations include rooms division, human resources, security, public relations, food service and assistance with sales and finances. Dealing effectively with customers, bosses and staff workers while keeping the hotel running smoothly.

DUTIES AND RESPONSIBILITIES:

Responsible for the properties operations by managing the Rooms division that include s(Front office, Housekeeping, Maintenance, F&B and Security) and overlooking other departments ( HR, Sales and IT )

* Responsible for all aspects of all departments.
* Support and work with all Head of Departments in all aspects of running the hotel.
* Ensure the premises are in operative condition as per standards to receive & serve the guests.
* Conduct regular operations team meeting with all the HOD daily / weekly to discuss routine operational matters, sales targets, Guest feedback and action taken for service recovery, and also any staff issues. Minutes of the meeting to be sent to GM
* Ensure SOP implementation in all departments and check the same during routine operational checks.
* Monitor the purchase & requestions of each department.
* Randomly inspections on all operations department stores, stock and inventory.
* Dealing with Suppliers / Vendors for quality products involving and providing performance assessment of vendors every year to HO Purchase.
* Inspecting all departments for SOP implementation.
* Inspecting all department with their respective Manager's for cleanliness, ambience, service readiness, staff grooming & hospitality culture.
* Monitor the co-ordination between all departments for smooth & efficient operations.
* Assessing and reviewing customer satisfaction and service recovery process.
* Meet all dept. heads to review & train the staff to upkeep the human capital.
* Working closely with the technical/ engineering team and Planning and schedule care programs for all the properties and reviewing AMC and maintaining the upkeep and image of ten property.
* Providing timely and constructive feedback to all direct reports as and when required either formally or informally.
* Conduct weekly / Daily meeting with marketing people for enquiry & follow up & conversion to grow up the business.
* Monitor and maintain operation & overhead cost in order to maintain maximum revenue to the organisation.
* Management of Human Resources Human Resources tasks include determining needs, hiring employees, overseeing assignment of employees and planning staff development.
* Following, adapting and training all employees on Crisis Management Drills drills in addition to
* Over looking the Security procedures needs and effectiveness.
* Financial Management, controlling costs and keeping the organization on track financially.

• Available on call 24 hours a day Incase of emergencies.

• Responsible for the overall management of the operation of the hotel.

• Any other duties assigned / taking on the responsibility of the GM during his absences.