



Nizar El Berry

SUPERVISOR / TEAM LEADER



Bahrain



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EXPERIENCE

ABOUT ME

Punctual and motivated individual who is able to work in a busy environment and produce high standards of work.

An excellent team worker and able to take instructions from all levels and build up good working relationships with all colleagues.

Always willing to learn new skills. friendly, helpful and polite, have a good sense of humor

CERTIFICATES / AWARDS

Employee of the month: Twice Nominated and the winner of the employee of the month in Four seasons Hotel Saudi Arabia in Riyadh.

Upsell: being top up-seller several times in both Four seasons & Fairmont Bab al Bahr Hotels.

Jul. 2019 / Present

Guest Relations Executive

Jumeirah Royal Saray – Bahrain

Handling guest complaints and concerns in an efficient and timely manner.

Overseeing VIP guests, arrivals and departures.

Must possess strong organization time management skills, attention to detail.

Positive attitude and outgoing personality is essential.

Aug. 2017 / Apr. 2019

Front Office Supervisor

Fairmont Bab AL Bahr – Abu Dhabi - UAE

Supervise the efficient operations of reception including check in/out procedures.

Support team members in handling guest requests and enquires to ensure a positive outcome is achieved.

Demonstrate a high level of customer service at all times.

Follow and adhere to company brand standards.

May. 2015 / Jun. 2017

Front Desk Agent

Four seasons Hotel – Riyadh – KSA

Upon Check-in register guests and assign rooms, proceed check-out upon departure.

Accommodate special requests, Upsell when possible & promote other services of the hotel.

Handling all front office cashiers' transactions (posting charges to guests, taking room payment and exchanging foreign currencies).

Night Auditor (Folios Adjustments, competition figures, room assignment, Room revenue, ADR, assisting night manager)

Sep 2013 / Sep 2014

Call center Agent

Webhelp Group – Fez – Morocco

Obtains clients information by answering telephone calls; interviewing clients; verifying information.

deliver prepared sales scripts to persuade potential customers to purchase a product or service

SKILLS

Customer service: Providing outstanding customer service at all times and to all customers & Guests.

Attention to detail: Ensuring that no "small details" are overlooked when performing daily duties & tasks.

Leadership: Having a long-term vision and leading a team of other professionals.

SOFTWARE EXPERTISE

Opera PMS Hot SOS

GXP Guest Experience

RSM Royal service Manager

VICAS KIPSU

VISIONLINE

Microsoft Office

Contact businesses or private individuals by phone.

Handling customer inquiries both telephonically and by email.

Accomplishing sales and organization mission by completing related results as needed.

May. 2012 / May. 2013

Concierge Agent (Pre-Opening) Internship

Sofitel Palais Jamai – Fez - Morocco

Process reservations by mail, telephone, telex, cable, fax or central reservation systems referral.

Processes reservations from the sales office, other hotel departments, and travel agents.

Know the type of rooms available as well as their location and layout.

Know the selling status, rates, and benefits of all packages plans.

Understands the hotel's policy on guaranteed reservations and no-shows.

EDUCATION

Sep. 2014 / May 2015

Business, Entrepreneurship & Management Bachelor Degree

University of Economic, Legal & Social Sciences – Casablanca - Morocco

Entrepreneurship, Business & Project Management, Consulting,

Sep. 2012 / Jun. 2014

Hospitality & Tourism Management Degree (BTS)

Higher Technician Institute Fez Morocco

Knowledge about products, structures and operations within the tourism industry.

Tour operators, airlines, hotels and tourist boards.

Management of hospitality Project (Hotels, Travel Agency).

Jun. 2011

Baccalaureate in accounting & Finance.

Moulay Idriss High School, Fez (Morocco)

Statement of accounts, Bank reconciliation, Debit & Credit, Opening & closing balance sheet.

LANGUAGES

Arabic: Native Fluency (Moroccan, Middle East)

English: Fluent

French: Fluent

Spanish: Basic