

Ahmed Hassan Ahmed Thabet



Personal information

- Birth date : 10/1/2004
- Gender: Male
- Marital status: Single
- Nationality: Egyptian
- Resident of: Egypt
- Military status: Postponed
- Address: Egypt-ELminya-Abo qourqas
- Religion: Muslim
- Email Address: ahmed.hassan639@icloud.com
- Phone Number: +201100631604

EDUCATION

- Bachelor's degree of tourism Minya university at Tourist Guidance 2025.

SKILLS

- Able to work under pressure.
- Confident and decisive.
- Capable of working as part of a team Confidently.
- highly organized.
- Professional attitude and appearance.
- Attention to detail and accuracy.
- have very excellent written and oral communication skills in English.

EXPERIENCE

- Etihad Alarby Tourism company as a Buses Reservation agent & Concierge at El Minya Branch from March/2023 till February/2024.

- Palm Royale Resort - Soma Bay (Ex intercontinental):

- Worked as a Telephone Operator / GSA- March 2025 till August 2025

- Guest Service Agent:

- Welcomed guests, managed check-in/out, and handled inquiries.
- Coordinated with departments to ensure guest satisfaction.
- Provided hotel and local information professionally.

- Telephone Operator:

- Answered and transferred calls professionally.
- Assisted guests with information and requests over the phone.
- Handled messages and emergency calls accurately.

-
- The St. Regis New Capital – Marriott International
 - Guest Service Representative :
 - Greet and assist guests upon arrival, ensuring a warm and personalized welcome experience.
 - Respond promptly to guest inquiries and resolve complaints to ensure complete satisfaction.
 - Coordinate with housekeeping, concierge, and other departments to deliver seamless service.
 - Maintain knowledge of hotel services, local attractions, and special promotions to provide recommendations.
 - Uphold Marriott brand standards and contribute to a luxury guest experience.

- Guest Relations :

- Serve as the main point of contact for VIP and long-stay guests, ensuring personalized and memorable experiences.
- Handle special requests, complaints, and inquiries promptly to maintain high guest satisfaction.
- Coordinate with all hotel departments to deliver seamless service and meet guest expectations.
- Manage guest profiles and preferences to enhance loyalty and repeat business.

- Assist with concierge services, reservations, and event arrangements for guests.
 - ● Uphold luxury brand standards and contribute to creating exceptional guest journeys.
 - **Worked as a Concierge that Providing private cars to transport tourists from the airport to hotels or within Hurghada. from March 2024 till March 2025.**

WORK SYSTEM TYPES

- Opera PMS verging 05.
- Opera Cloud 25.3.

LANGUAGES

- Arabic: Native.
- English: Excellent.
- Russian: Nature of the Work.
- German: Nature of the Work.