

Eslam Salah Mosa

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A highly motivated and results-oriented hospitality executive with seventeen years of demonstrated success in hotel operations management seeks a challenging position that offers professional growth. Possesses a proven record of enhancing guest satisfaction, augmenting revenue streams, and effectively directing high-performing teams. Proficient in strategic planning, problem resolution, and cultivating a collaborative organizational culture to consistently surpass objectives.

PROFESSIONAL EXPERIENCE

Operation Manager (FOM for AMB)

Marriott Luxury Collection Sindalah NEOM | Neom, Saudi Arabia

05/2024 - Present

- Spearheading pre-opening operations, including recruitment, training, and establishing operational procedures for the rooms division.
- Developing and implementing service standards to ensure a luxury guest experience.
- Managing the budget and forecasted revenue for the rooms department.

Resident Manager (Rooms Operation in Charge)

Marriott Executive Apartments Riyadh Convention Center | Riyadh, Saudi Arabia

01/2021 – 04/2024

- Achieved significant improvements in Guest Voice scores, reaching 76% in 2023, and maintained high scores in previous years (72% & 73%).
- Consistently exceeded Booking.com review scores, achieving 97.7% in the current year, and 94.6% and 96% in the prior two years.
- Built and led a high-performing leadership team within the operational departments, focused on achieving hotel score targets and strategic plans.

Front Office Manager

Riyadh Marriott Hotel & Executive Apartments Riyadh Convention Center | Riyadh, Saudi Arabia

01/2018 – 12/2020

- Oversaw all front office operations, including guest check-in/check-out, concierge services, and guest relations.
- Managed front office staff, providing training, coaching, and performance management.
- Implemented strategies to enhance guest satisfaction and resolve guest complaints effectively.

Assistant Front Office Manager

Riyadh Marriott Hotel | Riyadh, Saudi Arabia

01/2017 – 12/2017

- Supported Front Office Manager in daily operations for efficient workflow.
- Supervised front office staff, providing guidance and training for excellent service.
- Resolved guest issues effectively, exceeding expectations and ensuring high satisfaction.
- Independently managed all shift operations, including check-ins/outs, reservations, inquiries, and staffing.

Front Desk Manager

Riyadh Marriott Hotel | Riyadh, Saudi Arabia

01/2015 – 12/2016

- Directed front desk operations and supported agents for excellent guest service.
- Managed all reservation aspects: bookings, changes, cancellations, and room assignments.
- Handled check-in/out efficiently, ensuring accurate registration and billing, and resolving issues.
- Maintained detailed guest and financial records, generating front desk activity reports.

Night Manager

Riyadh Marriott Hotel | Riyadh, Saudi Arabia

01/2013 – 12/2014

- Oversaw hotel operations during the night shift, ensuring security and guest service standards.
- Handled overnight guest requests, check-ins/check-outs, and emergencies.
- Prepared night audit reports and reconciled daily transactions.

Front Desk Supervisor

Riyadh Marriott Hotel | Riyadh, Saudi Arabia

01/2012 – 12/2012

- Mentored front desk staff on guest service best practices to improve guest experience.
- Managed arrivals/departures, processed payments, and resolved guest issues professionally and empathetically.
- Enforced hotel policies, maintained front desk security and organization, and supported smooth hotel operations.

Front Desk Clerk

Riyadh Marriott Hotel | Riyadh, Saudi Arabia

05/2010 – 12/2011

- Provided efficient and courteous guest check-in/check-out services.
- Assisted guests with inquiries, requests, and reservations.
- Handled phone calls and provided information about hotel services.

Reservation Agent

Tres Jolie Travel Agency | Cairo, Egypt

09/2009 – 04/2010

- Managed travel reservations for clients, including flights, accommodations, and tours.
- Provided information on travel packages and assisted clients with travel planning.
- Handled customer inquiries and ensured accurate booking information.

Customer Service Team Member

Holiday Inn City Stars | Cairo, Egypt

07/2007 – 08/2009

- Exceeded guest expectations with outstanding customer service and positive relationships.
- Professionally and empathetically resolved guest inquiries and concerns.
- Managed all check-in/check-out processes, payments, and provided hotel/local information.

Customer Service Agent

Pheromina Tours | Cairo, Egypt

01/2007 – 07/2007

- Supported customers through booking via phone, email, and in-person.
- Provided tour package details (itineraries, pricing, accommodation, destinations), tailored to customer needs.
- Addressed service needs, resolved issues, and ensured positive experiences.

EDUCATION

Bachelor of Tourism & Hotels, Department of Travel | Faculty of Tourism and Hotels | Monofia, Egypt

2006

Basic Business Skills Acquisition | Amideast & New Horizon Center | Cairo, Egypt

2008

CERTIFICATES

- Foundations of Leadership
- Dynamic Teams
- Service Excellence
- Manager on Duty
- ICDL Certification
- Total Quality Management
- Essential Skills for Supervisors and Managers
- Predictive Indicators & Surveillance Detection

ACHIEVEMENTS

- Manager of the Year (3 Times)
- Rooms Revenue Budget (Achieved Twice)
- Built the Professional Rooms Operation Team
- Guest Satisfaction Score (Exceeded Target)

TECHNICAL SKILLS

- Microsoft Office
- PMS Opera 5.6
- F&B Micros
- Galileo Ticketing System
- Amadeus Ticketing System

LANGUAGES

- Arabic: Native or Bilingual Proficiency
- English: Full Professional Proficiency