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Career Objective

To find a new role in a 5-Star reputable international hotel chain that offers opportunities for advanced and professional development.

Personal summary

Dedicated energetic executive leader possessing outstanding work ethic and integrity leads by example with more than 25 years of providing guests and colleagues with the highest level of satisfactions, with long rooms' division experience in the 5-Star international hotel chains and few years experience in the food and beverage in the USA, KSA and Kuwait.

Having proven track records of running successful operations, In addition to progressive experience in turn conflicts into innovations, turning ideas into strategic planning, improving operational efficiency and team building. Able to quickly understand, identify and solve guests and operations issues, and implement systems that optimize productivity and delivering a first rate service to guests and maintaining excellent relationships with them to encourage repeat business.

Employment History:

Concorde El Salam Hotels and Resorts, Sharm El Sheikh, Egypt.

➤ Executive Assistant Manager i/c Rooms

Jan 2013 till Present

- Facilities: 5-Star hotel consists of 2 hotels with 725 rooms and suites, 13 F&B outlets and 6 banquet facilities.
- Reporting to: General Manager - Member of the Executive Committee since 2010.
- Areas of responsibility: Rooms Operations for the entire both hotels (Front Office, Business Centre, Guest Services, Guest Relations, Reservations, Transportation, Housekeeping, Laundry, Recreation & Health Club).
- Supports the General Manager in the overall management and strategic direction of the hotel, assuming the responsibilities of the General Manager in his absence.
- Proactively driving hotel strategies to effect products enhancements and operating efficiencies.
- Interacts with guests, employees, travel agents, competitors as well as suppliers, government officials, and other members of the local community.
- Leads and supports all departments in the achievement of their financial and operational targets through establishment of a positive culture, clear expectations and policy & procedural implementation (CSS).
- Collaborates in developing and implementing property wide strategies that deliver standard quality services and providing a return on investment.
- Plans and follows up the preventive maintenance program, Housekeeping daily and monthly tasks.....etc for both hotels with their concerned departments.

- Works on maximizing the financial performance of the departments and builds relationships with key customers.
- Ensures continuous service improvement in systems and processes to ensure that internal company training and development programs / processes are consistently implemented and evaluated.
- Lead and communicate team of 300 associates and managers.
- Achievements: attached.

➤ **Director of Rooms Division.**

Feb 2010 till Dec 2012

- Reporting to: General Manager - Member of the Executive Committee.
- Achievements: Run successful operations and got promoted to EAM-rooms.

Concorde El Salam Hotels and Resorts, Cairo, Egypt.

➤ **Front Office Manager.**

Feb 2008 till Jan 2010

- Facilities: 5-Star hotel with 320 rooms, 8 F&B outlets and 9 banquet facilities up to 600 Guests.
- Achievements: Promoted to “Rooms Division Manager” for both hotels in Sharm El Sheikh.

JW Marriott Hotel, Cairo, Egypt

➤ **Night Manager.** (Pre & Opening team).

Mar 2003 till Feb 2008

- Facilities: 5-Star hotel with 428 rooms, 14 F&B outlets, banquet facilities up to 2000 guests.
- Achievements: Run a smooth operation in the one of most busy hotel at the area. Replacing the FOM while he is in vacation.
- Reason to leave: Very high management's stability.

Kuwaiti American Foodstuff, Kuwait & United State of America.

➤ **District Manager.**

Sep 1998 till July 2002

- Facilities: International Fast Food Chain Company based in Michigan, USA.
- I had my training in Detroit, Michigan, USA to open the New Food Chain.
- Reason to leave: To return back to the Hotels industry.

Sonesta Hotels, St. George Hotel, Luxor, Egypt.

➤ **Front Office Manager** (Pre & Opening team).

Aug 1997 till Sep1998

- Facilities: 5-Star hotel with 224 rooms, 7 F&B outlets, banquet facilities up to 500 guests.
- Achievements: Successfully opened the hotel and became one of the best hotels in Luxor.
- Reason to leave: Luxor tourist crisis.

Sonesta Paradisio Hotel, El Gouna, Hurghada, Egypt.

➤ **Director of Guest Relation (In charge of the Front Office).**

Aug 1996 till Aug 1997

- Facilities: 5-Star hotel with 230 rooms, 8 F&B outlets, banquet facilities up to 250 guests.
- Achievements: Promoted to Front Office Manager.
- Reason to leave: Promoted to Front Office Manager and join the opening team for the new property.

➤ **Night Manager.**

Apr 1994 till July 1996

- Reporting to: Rooms Division Manager & General Manager.
- Achievements: Promoted to Director of Guest Relation – In charge of the FO.

Mena House Oberoi Hotel & Casino, Egypt & KSA

July 1987 till Apr 1994

➤ **Front Office cashier promoted to Senior Front Office then promoted to Lobby manager.**

Key competencies and skills

- Hotel management and leadership.
 - Financial management.
 - Proven achievements history.
 - Developed a reputation for quality of work and timely completion of projects.
 - Skilled negotiator, with proven experience in a commercial environment.
 - Ability to balance competing priorities and tight deadlines for multi-tasking.
 - Capacity for innovation
 - Commercial acumen
 - Problem Solver
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Education and Professional Development

Bachelors Degree in Commerce 1982 to 1986– Accountancy - Cairo University, Egypt.

Courses & certificates

- **Concorde El Salam Hotels and Resorts**
 - HACCP. • Modern Management Trends.
 - Strategic Management.
 - **Marriott Hotels and Resorts**
 - Navigating through change.
 - Developing you, Developing Others.
 - Standard operating procedures.
 - Crisis Management program.
 - Guest Response and Service Excellence Training.
 - Partners in career management.
 - Foundation of Leadership.
 - Guest service satisfaction Program.
 - Turn conflict to innovation.
 - The 7 Habits of highly effective people.
 - **Restaurants and Fast Food Operations course at USA (Michigan USA).**
 - **Sonesta Hotels and Casino**
 - Sonesta Development Topics Series.
 - Performance Management and Coaching.
 - Management Paperwork Seminar.
 - Sonesta Management Development.
 - Commitment to Excellence.
 - Leadership, Team Building and Problem Solving.
 - **Management Performance Development (Oberoi Hotel – KSA).**
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Personal Details

- Date of Birth: 04/10/1964
- Nationality: Egyptian.
- Military Status: Exempted.
- Language: Arabic / English / Fair Italian.
- Computer Skills: Opera 5.0, Fidelio, Microsoft Office & Internet.

Interests:

- Travelling and Sports.