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Sefrou (451)

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Hotel manager The Levantine Marrakech, Confirmé

EXPERIENCES PROFESSIONNELLES

- oct. 2022 /** **Hotel manager The Levantine Marrakech**
Managing a luxury manor house of 14 suites, restaurant, bar and SPA
- févr. 2020 / oct. 2022** **Travel Agency Manager**
*Determining the commercial positioning of the agency
Promote the business to customers
Organise the operation of the agency, manage and lead a team of 6 people
Monitoring results and analysis*
- oct. 2018 / févr. 2020** **Night Audit**
*Sofitel Tamuda Bay Beach & Spa 5
Application and follow-up of standards
Assistance to the front office manager
Cash management
Check-in & check-out, and highlighting customer satisfaction, claims management
Training of interns at the front office*
Hôtel Sahrai 5 (Fès, Morocco), Night Audit*
- juil. 2018 / oct. 2018** **Sale**
*Sofitel Tamuda Bay Beach & Spa 5
Check-in & check-out management, highlighting customer satisfaction
Management of the cash register and reconciliation of daily cash receipts by point of sale and method of payment
Back control*

DIPLOMES ET FORMATIONS

- sept. 2013 / juin 2015** **Master II in Hotel and Tourism Management - BAC+3**
VATEL MARRAKECH
- /** **Bachelor in Hotel and Tourism Management - BAC+3**
VATEL BORDEAUX (2 years) VATEL MARRAKECH

COMPETENCES

excel, powerpoint, word, Microsoft Office, Protel

COMPETENCES LINGUISTIQUES

- | | |
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| Anglais | Courant |
| Français | Bilingue |
| Arabe | Bilingue |
| Suédois | |

