

Abdelrahman Aboelsaud

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Summary

Experienced Duty/Night Manager with 8+ years in luxury hospitality, specializing in 5-star city and resort properties with top brands Four Seasons, Hilton, Jumeirah, and IHG. Proven expertise in nightly operations, crisis management, team development, and delivering exceptional guest experiences. Key contributions include pre-openings for Hilton Resort Palm and multiple Jumeirah properties, driving revenue, enhancing reviews, and ensuring operational excellence. Skilled in fostering seamless guest journeys and maintaining the highest service.

IHG Indigo Downtown | Guest Experience Manager

04/2024 - Present

- Deliver professional and exceptional guest service by overseeing the Front Office and Guest Services operations, ensuring all interactions uphold the highest standards of hospitality and professionalism.
- Coordinate and execute seamless communication across departments regarding special guest needs, arrivals, departures, billing inquiries, and other pertinent matters to ensure exceptional service delivery.
- Conduct departmental training and hands-on support for the team, fostering a culture of excellence and ensuring alignment with hotel standards, policies, and guest expectations.
- Manage guest check-ins and check-outs, block rooms for arrivals, and prioritize handling special attention guests, return guests, and groups, ensuring a flawless guest experience.
- Monitor and uphold all financial and credit procedures, collaborate with the Financial Manager to resolve credit issues, and maintain strict hotel policy compliance.
- Take immediate and decisive action in guest safety, security, and satisfaction, resolving guest complaints swiftly and effectively across all areas of the hotel.
- Respond proactively and efficiently to any hotel emergencies or safety situations, ensuring the well-being of both guests and staff while maintaining operational integrity.

Madinat Jumeirah – Beach Hotel – Burj Al Arab | Front Office Duty Manager

10/2022 – 04/2024

Hilton Resort Palm Jumeirah | Front Office Supervisor

08/2022 – 10/2022

Four Seasons DIFC | Guest Relations Agent

01/2021 - 08/2022

Four Seasons Resort at Jumeirah Beach | Guest Relation Agent

10/2021 – 12/2021

Four Seasons Cairo at The First Residence and Nile Boat | Front Office Agent

07/2018 – 12/2020

Skills & abilities

- Forbes, LQA
- Conflict Resolution
- Operational Efficiency
- MTech HotSos System
- Oracle OPERA System
- Opera Cloud

- Enhance Reviews
- Increasing Rooms Revenue
- Self-Motivation
- Food Safety Knowledge
- Plan Management
- Working Under Pressure

- Performance Monitoring
- Training and Development
- Cross Department Collaboration
- Presentations
- Crisis Management
- Public Relations

Awards

Employee of the Month / Four Seasons

December 2020 / March 2022

LQA Star / Jumeirah

November 2023 / February 2024

Top Enrollment Score / Jumeirah

2023

Trainings

Glitchology.

Handling Guest Complaint.

Cross Exposure at Revenue Department.

Education

Bachelor's Degree,
Business Administration University, Cairo

Year 2017

Higher Diploma

Year 2018

Languages

- Arabic (Native)
- English (Fluent)
- German (Fluent)