



Red Abdel

CONTACT

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ABOUT ME

An ambitious professional of Hospitality with a Silver Badge Award for "Spirit To Serve", with a long experience in customer service. A demonstrator of a natural ability to interact with customers while providing a high quality service while meeting deadlines. Played a key role in the success and training of the staff at the previous company. Eager and Aspiring for more achievements and self development

WORK EXPERIENCE

08/05/2023 - CURRENT Floriana, Malta

● **Front office Agent / Night Manager Relieve**

- Direct and oversee all hotel operations during the night shift to ensure guest satisfaction and safety.
- Conduct Briefing for all staff during the Night Shift.
- Maintain a professional and high-quality service-oriented environment at all times.
- Act as manager on duty for the hotel in the absence of the Front Office Manager dealing with complaints, problem-solving, disturbances, special requests, and any other issues that may arise.
- Manage the night shift in the department ensuring all employees perform the tasks assigned to them and coordinate Front Office activities with other departments.
- Ensure the accurate completion of the daily night audit in a timely fashion.
- Assist the Front Office Manager in implementing and enforcing financial controls throughout the department
- Report any suspicious persons, activities, and/or hazardous conditions to the Security department and/or the Front Office Manager.

05/04/2021 - 16/04/2023 Doha, Qatar

● **Front Desk Agent / Night receptionist** Marriott Marquis City Center

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11/2020 - 03/2021 Tlemcen, Algeria

● **Front Desk Agent / Night Auditor** Renaissance Hotels

- Perform all check-in and check-out tasks
- Manage online and phone reservations
- Inform customers about payment methods and verify their credit card data
- Register guests collecting necessary information (like contact details and exact dates of their stay)
- Welcome guests upon their arrival and assign rooms
- Respond to clients' complaints in a timely and professional manner
- Upsell additional facilities and services, when appropriate
- Maintain updated records of bookings and payments

04/2020 - 11/2020

● **Dts/Reservation agent** Renaissance Hotels

- Assisting and advising customers who may be choosing from a variety of travel options.
- Helping plan travel itineraries by suggesting local tourist attractions and places of interest.
- Operate telephone switchboard station in order to answer telephone calls.

- Process guest requests for wake up calls, screening calls, and other requests related to placing or receiving telephone calls.
- Answer, record, and process all guest calls, requests, questions, or concerns.

04/2019 – 04/2020

● **Bellboy** Renaissance Hotels

- Carrying the guest's laundry from the rooms to the laundry room, and back to the rooms
- Opening the front door for guests
- Respond to bell calls from guests either from the rooms or from where they are e.g. at the door
- Loading and unloading luggage from the vehicles that the clients either come in with or are leaving

EDUCATION AND TRAINING

09/2024 – 11/2024 Malta

● **Digital Marketing Certificate** HubSpot Academy

Website www.academy.hubspot.com

01/09/2022 – 31/10/2022 Doha, Qatar

● **Finance Training Certificate (Income Auditor, AP, AR)** Marriott International

09/2004 – 07/2007 Maghnia, Algeria

● **High School degree** Lycee 1 Mofdi Zakaria

Address 13300, Maghnia, Algeria

LANGUAGE SKILLS

MOTHER TONGUE(S): Arabic

Other language(s):

French

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

English

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

salesforce | Outlook | MARSHA | OPERA PMS | Microsoft Office | EMpower - Marriott Guest Experiences - GXP

DRIVING LICENCE

● **Driving Licence:** B

HONOURS AND AWARDS

21/07/2021 Marriott International

The Spirit To Serve Award

"The Spirit To Serve" is an award for outstanding achievements and exemplary commitment to quality service and customer satisfaction given by Executive Chairman & Chairman of the Board Mr. Bill Marriott and Chef Executive Officer Mr. Anthony Capuano