



***To Whom It May Concern***

*My name is Khaled Ahmed Kamal , I was working as General Manager at Al Jawhara Groups of Hotels and Apartments in Dubai, managed by Lootah Hotel Managements till September 2016 ..*

*I start my career by joining Marriott company since 1987, after finishing my study in Cairo, Egypt, where I received the Bachelor Degree in Hotel Management from Faculty of Tourism and Hotel Management from Helwan University .*

*Basically Hotelier expert with 29 years of work experience in the diversified field of hotels & resorts with well-known groups . As outlined in my CV , I have worked earlier in Le Meridien Hotels for their Champion Nile Cruise as Assistant and as A Boat Manager as well. Also I have worked in different properties within Rooms Division.*

*My responsibilities previously included all daily operation, scheduling, training, monthly departmental meeting and maintaining good contact with the other departments within the property and developing others and conducting training programs to develop the skills of the hotel associates and involving in hotel budget and business plan .*

*Functions as the primary strategic business leader of the property with responsibility for all aspects of the operation, including guest and employee satisfaction, human resources, financial performance, sales and revenue generation and delivering a return on investment to property ownership. Ensures implementation of the hotel brand service strategy and brand initiatives with the objective of meeting or exceeding guest expectations, increased profit and market share. Holds property leadership team accountable for strategy execution, and guides their individual professional development. Ensures the objectives and goals of the hotel and property owners work together to achieve brand positioning and success. Builds owner loyalty through proactive communication, setting and managing expectations and delivering solid business results. The position is actively involved in the local community and builds strong relationships with local officials, businesses, and customers.*

*My experience was broadened by opening of Aqua Sun Resort at South of Sinai in Egypt in 1997 and opening JW Marriott Hotel in Dubai in 1993 and the opening of Dubai Marriott Executive Apartments in 2001 and also being one of the Al Jawhara team and looking after the Rooms Divisions and looking after developing and creating new brands for the group .*

*I pride myself of being an excellent communicator and enjoy using my own initiative and thrive on being given tasks to complete that need careful thought and planning.*

*I have a proven ability to lead staff at managerial level, aptitude for figures & excellent organisational skills. I am able to work well in a team, to think on my feet, to be friendly, helpful & tactful with guests. I have a demonstrated success in directing business development & increasing productivity, with deep understanding in financial forecast & analysis. I am cost minded & profit driven manager, with ability to produce better results under pressure. I have tangible results that describe me as efficient leader, excellent communicator, problem solver & decision maker, which contribute to conflicts resolutions in various situations.*

*In addition to that , I am certified as Internal QMS Auditor from “ IM MOODY INTERNATIONAL “ and one of the champion team of Dubai Quality Award Committee within Al Jawhara Hotel , who has been win the Appreciation Award in 2009 .*

*I enjoy new challenges and experiences and I am now seeking to further develop for my career in Hotel industry through taking care of an esteemed property management as a General Manager within the regions .*

*I look forward to be hearing from you in the near future.*

*Yours sincerely ,*

***Khaled Ahmed Kamal***

**CURRICULUM VITAE**  
**OF**  
**KHALED AHMED KAMAL MOHAMMED ABD ELGHANI**

**PERSONAL BACKGROUND**

DATE OF BIRTH : 07/05/1959  
MILITARY SERVICE : PERFORMED IN 1985/1986  
ADDRESS & TEL : 74, 9 ST. AL MUQATEM , FLAT NO : 21, CAIRO, EGYPT  
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**EDUCATIONAL ATTAINMENTS**

- ❑ **A DIPLOMA DEGREE OF FOOD AND BEVERAGES** FROM TECHNICAL INSTITUTION OF HOTELS IN CAIRO, EGYPT, in 1981.
- ❑ **A BACHELOR DEGREE OF HOTEL MANAGEMENT** FROM FACULTY OF TOURISM AND HOTEL MANAGEMENT FROM HELWAN UNIVERSITY, IN CAIRO , EGYPT , IN MAY 1985.

**WORK EXPERIENCE**

- ❑ **Febraury 2012 - till September2016**

*Promoted to General Manager of Al Jawhara Group of Hotels and Apartment till end fot September2106.*

**Key tasks**

- *Develops the annual budget in collaboration with the VP Operations and assists in obtaining owners approval.*
- *Achieves the hotels revenue, financial and quality goals by directing the operation of the hotel.*
- *Strives to improve market penetration by adequately foreseeing the short and long-term expectations on market development and maintain realistic yet ambitious targets*
- *Ensures guest and employee satisfaction, while maintaining market competitiveness and exceptional financial performance.*
- *Maintains good working relations and dialogue with the hotel owners and representatives.*
- *Leads by example, and drives associates engagement as well as their development.*

- ❑ **November 2011 –Febraury 2012**

*Promoted as Hotel Operation Manager in charge for Al Jawhara Grand Hotel Bahrain , during the preopening period , and a fully incharge for the hotel operation's in Al Jawhara Gardens Hotel Dubai during the Group General Manager leave's in annual vacations or attending overseas exhibitions or meetings , very much involved in Hotel budgetting and monitoring day to day operations .*

□ **October 2009–November 2011**

*promoted as Business Development and Training Manager , fully incharge for the hotels during the Group General Manager leave's in annual vacations or attending overseas exhibitions or meetings in annual vacations or attending overseas exhibitions or meetings .*

**Responsibilities:**

- \* *Day-to-day business development related, reporting directly to GGM.*
- \* *Presentation Marketing and communication activities.*
- \* *Updating investors and shareholders on the company Investments and progress.*
- \* *Sourcing new developments for future projects and Preparing the feasibility study and preparing the Management /franchise or leasing proposal related to finalized projects.*
- \* *Send follow-up marketing materials and make follow-up monthly calls to establish relationships.*
- \* *Call and personally visit potential, new and existing customers to facilitate new business.*
- \* *Looking after employee's career development .*
- \* *Coordinate efforts to improve the customer experience at the group .*
- \* *Manage product sales growth and individual sales effectiveness by reviewing sales activity schedule.*
- \* *Planning and preparing presentations*
- \* *Establishing and maintaining working relationships.*

- **10January 2007** *Joined theAl jawhara Group of Hotels and Apartments a Front Office Manager reporting direct to GGM.*
- **11Nov.2001-Dec31.2006** *Joined the opening team of Dubai Marriott Executive Apartment as Rooms Operations Managerreporting direct GM.*
- **20Jan.2001-07Nov.2001** *Promoted to SeniorAssistant Front Desk Manager / acting as department head's at Renaissance Dubai Hotel*
- **08Feb.1999-20Jan2001** *Joined Dubai Renaissance Hotel as Assistant Front Office Manager .*
- **15Jan.1998-11Nov.1998** *Working as Rooms Division Manager at Aqua Sun Resort Hotel in Nuwiba, South of Sinai, Egypt.*
- **23May.1997-17Nov.1997** *Working as A Boat Manager of Pyramisa Champlion 1 Nile Cruise then transferred as A Boat Manager of Nile Angel Boat owened by same company .*

- ❑ *02July1995-02Dec1996 Working as Assistant Boat Manager of Le Meridian NileCruise in Egypt.*
- ❑ *07May1993-07June1995 Joined the opening team of JW Marriott Hotel in Dubai asA Night Manager.*
- ❑ *01Jan.1991-07-May1993 Working as a Night Manager of Riyadh Marriott Hotel in KSA.*
- ❑ *01Oct.1990-01Jan.1991 Working as Acting Night Manager of Riyadh Marriott Hotel in KSA.*
- ❑ *18Jan.1987-01Oct1990 Working as front desk Clerk at Riyadh Marriott Hotel in KSA.*
- ❑ *09Sep.1984-05Apr.1985 Joined the opening team of AlNabilh Cairo Hotel , Cairo, Egypt as Front Office Clerk .*
- ❑ *08May 1983-Dec.1983 Working as Front Desk Clerk at Le Meridien Cairo Hotel Egypt.*
- ❑ *01May 1982-01Jan.1983 Working as a Waiter at Sheraton Hiliopolis Hotel in Cairo Egypt.*

#### ***Personal Skills and Attainments and Attributes***

- *Good time management, by attendance at work and for meetings.*
- *Able to set and deadlines, being flexible to ensure the smooth running of departments*
- *Able to implement standards/procedures*
- *Deal with problems and solve them effectively.*
- *Make appropriate decisions rationally.*
- *Develop new ideas and build on the ideas of others.*
- *Develop constructive, professional relationships with colleagues of all levels.*
- *Show a resistance to pressure and criticism/complaints by keeping calm and recovering quickly from periods of pressure and complaints, being able to accept and learn from constructive criticism.*
- *Able to set and achieve goals*
- *Maintain a high standard of personnel hygiene and appearance of both myself and department at all time.*

#### **Leadership :**

- *Be assertive in the work place expressing my views and taking action as and when required and being able to compromise.*
- *Be able to influence others.*

#### **Communication :**

- *Communicate regularly with my team, such as regular department meetings.*
- *Be able to give clear guidance and instructions to all teams.*
- *Effective in communication with costumers. Through costumer awareness and empathy.*

**Business awareness :**

- *Control of payroll costs in line with budgetary constraints, and be able to justify this cost inline with business levels.*
- *Ensure that energy efficiency is maintained and improved where necessary.*

**Sales :**

- *React to costumer needs maximizing all opportunities.*
- *Up selling and maximizing the conversation of enquiries, react to customer needs accordingly and promote selling through.*

**Costumer focus :**

- *Understand the various business markets and effectively deliver appropriate and consistent levels of service to business mix.*
- *Handle complaints correctly, measured through costumer's comments either verbal or written.*
- *Exceed costumer expectations through the prevision of costumer care and service to the company standard.*

**Generally :**

- *Ability to train, motivate, evaluate, mentor and direct employees and managers to achieve desired results*
- *Ability to access, input, analyse and retrieve information from computers; ability to maintain excellent relations with staff*
- *Ability to maintain staff and guest confidentiality at all times; ability to accept responsibility for actions of others; exceptional oral communication skills to ensure ability to negotiate and persuade guests and staff to achieve results beneficial to operation of hotel*
- *Ability to create, implement and monitor hotel and staff's goals, strategies and policies*
- *Ability to converse calmly with irate guests, superiors, subordinates and co-workers in sometimes intense emotional situations*
- *Ability to focus and maintain attention to performance of tasks despite frequent stressful, emergency, critical or unusual interruptions*
- *Ability to memorize, recollect and quickly retrieve dates, names, times and other data; ability to work and complete assignments on time despite frequent stressful, emergency, critical or unusual interruptions*
- *Ability to participate in (and lead when necessary) all departmental and hotel-wide meetings*

**CERTIFICATES & AWARDS**

- ❑ *IN JULY ,1987 A CERTIFICATE FROM AJYAD MAKKAH HOTEL IN KSA FOR JOINING THE HOTEL AS A TASK FORCE IN THE HIGH SEASON.*
- ❑ *IN JUNE ,1988 A CERTIFICATE FROM RIYADH MARRIOTT HOTEL FOR REPRESENTING THE "HOSPITALITY COMMITTEE."*
- ❑ *IN MAY 1991 A CERTIFICATE FOR PERFORMANCE AND CONTRIBUTION IN SUMMER SALES BILITZ FROM RIYADH MARRIOTT HOTEL .*
- ❑ *IN NOVEMBER 1992 A CERTIFICATE FROM THE VICE PRESIDENT ,ROOMS OPERATIONS,MARRIOTT LODGING, AS A QUALITY CERTIFIED TRAINER WITHIN THE ROOMS AND R O R S.*

- ❑ *IN OCTOBER 1993 A CERTIFICATE FOR SUCCESSFUL OPENING OF THE J.W. MARRIOTT HOTEL IN DUBAI.*
- ❑ *IN SEPTEMBER 1993 A CERTIFICATION OF MANAGEMENT SYSTEM TRAINING PROGRAM.*
- ❑ *IN FEBRAURY 1994 A CERTIFICATION FROM RIYADH MARRIOTT HOTEL FOR ATTENDING THE COURSE OF T.Q.M. ABOUT IMPROVING SERVICES AND KNOWLEDGE AND SOLVING THE PROBLEMS BY JOINING TOGETHER.*
- ❑ *IN MARCH 1994 A CERTIFICATION FROM THE JW MARRIOTT HOTEL IN DUBAI FOR PARTICIPATING IN AND CONTRIBUTING TO THE TOTAL QUALITY MANAGEMENT.*
- ❑ *IN DECEMBER 1994 A CERTIFICATION FROM DUBAI J.W. MARRIOTT HOTEL FOR HAVING BEEN CHOOSEN AS THE “MANAGER OF THE FOURTH QUARTER 1994.”*
- ❑ *IN MARCH 1999 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL FOR HIGHEST QUALITY FRONT DESK TEAM WITHIN (UK, MIDDLE EAST & AFRICA REGION) OF AWARD.*
- ❑ *IN AUGUST 1999 A CERTIFICATE FROM ETA TRAINING LEARNING CENTER IN DUBAI FOR THE TRAINING PROGRAMME ON “MANAGING YOUR TEAM WHICH’S CONDUCTED FOR REANISSANCE DUBAI HOTEL.*
- ❑ *IN MARCH 1999 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL FOR HIGHEST QUALITY FRONT DESK TEAM WITHIN (UK, MIDDLE EAST & AFRICA REGION) OF AWARD.*
- ❑ *.IN SEPTEMBER 1999 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL ABOUT MAXIMIZING REVENUE CLASS.*
- ❑ *IN SEPTEMBER 1999 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL AS TEAM OF THE MONTH.*
- ❑ *IN APRIL 2000 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL AS THE TEAM OF THE MONTH.*
- ❑ *IN AUGUST 2000 A CERTIFICATE FROM RENAISSANCE DUBAI HOTEL FOR PAR TICIPATING OF CREATING A MARRIOTT LEADERSHIP CULTURE II SEMINAR*
- ❑ *IN FEBRUARY 2001 a certificate from marriott cooperation for attending foundation leadership seminar .*
- ❑ *IN AUGUST 2001 A CERTIFACATE FROM MARRIOTT INTERNATIONAL FOR COMPLETING THE PARTNERS IN CAREER MANAGEMANT SEMINAR.*
- ❑ *IN JULY 2002 A CERTIFACATE OF EMPOERMENT TRAINING.*
- ❑ *IN DECEMBER 2002 A CERTIFICATE OF THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE .*
- ❑ *IN JANUARY 2004 A CERTIFICATE OF COMPLETE SUCCSSFULLY THE SPIRIT TO SERVE PROGRAMME .*
- ❑ *IN APRIL 2004 A CERTIFICATE OF COPMLETE TRANSFORMING CONFLICT INTO INNOVATION TRAINING .*
- ❑ *IN APRIL 2005 A CERTIFICATE OF PARTICIPATING ON CORE TRAINING PROGRAM CAALED “ MANAGING BUSINESS PRIORITIES”*
- ❑ *IN MAY 2005 A CERTIFICATE FOR PARTICIPATION AND CONTRIBUTION TOWARDS THE SUCCESS OF THE UKIMA OPERATIONS MEETING.*
- ❑ *IN SEPTEMBER 2005 A CERTIFICATE FOR ATTENDING THE “ NAVIGATING THROGH CHANGES “ TRAINING.*
- ❑ *IN MAY 2006 A CERTIFICATE FOR ATTENDING “EFFECTIVE ESSENTAIL SKILLS TRANING”.*
- ❑ *IN JULY 2006 A CERTIFICATE FOR COMPLETING “MARRIOTT CLEANLINESS CERTIFICATION PROGRAM “.*
- ❑ *IN APRIL 2008 A CERTIFICATE FOR COMPLETING “ INTERNAL QMS AUDITOR TRAINING COURSE” FROM IM MOODY INTERNATIONAL.*
- ❑ *IN MARCH 2012 A CERTIFICATE FOR COMPLETING “STRTIGIC TIME MANAGEMENT TRANING COURSE” FROM TIMELENDERS.*
- ❑ *IN NOVEMBER 2012 A CERTIFICATE FOR COMPLETING “STRTIGIC VISION TRANING COURSE” FROM TIMELENDERS.*
- ❑ *APPRECIATION CERTIFICATE FOR BEING A SPEAKER /MODERATOR AT THE WORLD ISLAMIC TOURISM*

**EXPERIENCE WITH HOTEL SYSTEMS**

*MANUAL SYSTEMS , PMS , HIS , FIDELIO , Win HMS , OPEIRA , TritonSystem*

*SOCIAL STATUS : MARRIED WITH TWO CHILDRENS ( boy & girl ).*

*LANGAUGES :*

- Arabic “ Mother tounge”*
- English “ Fluent”*
- French “ Basic”*

*P.C. SKILLS : Words , Excel, Ms Power Point*

*REFERENCES : Available upon request*

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