

Dear Sirs.

Good day,

I am writing this letter to inquire for the opening of any hospitality operations management with your company.

Without wishing to sound boastful I feel that I come to you with a hospitality & leisure management background that is unique and distinctive from other applicants. These points coupled with my proven ability to work to the highest standards, have prepared me well for a position at your company.

My core strengths include, but are not limited to the following:

Monitor and oversee all operational & development areas a company.

Provide strong leadership to the operational staff.

Regularly coming up with new and effective ways of generating more business for the company.

For additional information about my capabilities please view my attached resume.

Right now I want to work for a reputable and exciting establishment like yours where there will be a big stage for my talents. Therefore I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring to your already successful company.

I thank you for your time and I look forward to hearing from you.

Yours sincerely

CURRICULUM VITAE

AREAS OF EXPERTISE

Performance Management
Reception Management
Guest Relations
Customer Service
Food & Beverages
Human Resources
Sales & Marketing
Managing Housekeeping
Maintenance controlling
Event Management
Sports Facilities

Personal information:

Full name:	Sami El Haddad	
Date of birth:	November 10, 1966	
Marital status:	Married	
Country of origin:	Lebanon	
Nationality:	Lebanese	
Place of birth:	Kfarzabad, Zahle	
Languages:	Arabic: mother tongue)	
	English: fluent	
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CAREER INTERESTS

Seeking a long-term productive career in a leading company. With considerable advancement opportunities, where I can develop the necessary skills that can contribute to the working environment and enhance the company performance.

CAREER STATEMENT

I feel that my greatest strengths are firstly my strong commitment to giving all customers the best possible Experience. Secondly my skill at working efficiently as part of a team, and forming solid personal bonds with other staff members. Thirdly my desire to do everything possible to ensure that my company not only meets but indeed exceeds all of the goals and targets set for it.

CAREER HISTORY

IGC-Hospitality & Leisure Sector, MEA

Business Development Consultant: April 2015-Oct. 2017

Duties and responsibilities: Involved in providing objective advice, expertise and specialist skills with the aim of creating value, maximizing growth or improving the business performance of their clients and group events and marketing efforts as well as perform the following tasks to the highest standards.

- ⇒ Concerned with the structure, operational and development of an organization and assist by identifying options with recommendations, providing additional resources and/or the implementation of solutions.
- ⇒ Build and maintain a strong business operational & development team focused on sales and revenue.
- ⇒ Structure and review a financially sound and accurate business plan.
- ⇒ Research and produce the annual revenue proposal, monitor throughout the year, and update the plan, as necessary.
- ⇒ Create strategic development plans, including active sales pipeline and implementation, to build new profitable business.
- ⇒ Track and report progress with implementation of strategic plan, customer budgets, and ongoing forecasts.

Aldowly- Hospitality sector, KSA

Business Development Manager: Jan.2012-Feb. 2015

Duties and responsibilities: Responsible for generating new business by leverage the consultative approach to sales and marketing for all alliance service lines. Through the approved sales & operations methods, this position is responsible for identification and execution of business development strategies, outreach to build relationships and securing new accounts, while maximizing sources of revenue.

- ⇒ Schedule action plans to support revenue initiatives.
- ⇒ Develop and drive all company revenue opportunities.
- ⇒ Understand and monitor market trends, competitor activity, and economic influences.
- ⇒ Analyze and benchmark performance of competitors.
- ⇒ Locates or proposes potential business deals by contacting potential partners; discovering and exploring opportunities.
- ⇒ Screens potential business deals by analyzing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities.
- ⇒ Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.

Sunset Beach Resort-KSA

Director of Resort & Marina: Dec.2009-Nov.2011

The sunset resort is a five star residential & leisure resorts comprising 270 villas, 30 luxury cabanas, 5 F&B dining, 4 conferences & events rooms, 2 health clubs and spa, Indoor & outdoor pools, 2 tennis courts, 2 squash courts, water park, fun island, paintball, sports field, marina & water facilities and private beach.

PERSONAL SKILLS

Service orientated

Responsiveness

Leadership skills

Professional judgement

Problem solving

Super organized

Decision making

Energetic

Self control

Excellent communicator

Tactful & articulate

Influencing skills

Duties:

⇒ Using resort resources to maximize guests' satisfaction & optimize revenues.

⇒ Representing the resort in the market place and develop relationships with key accounts.

⇒ Analyzing statistical information and drawing conclusions from it.

⇒ Developing and implementing staff training programs.

⇒ Ensuring the accurate and timely submission of payroll data to the management.

⇒ Continuously developing the resort brand.

⇒ Attending tourism trade fairs and exhibitions.

⇒ Providing the owners with regular reports on the resort operating objectives and fiscal performance.

⇒ Aggressively managing all the independent revenue and expense areas to ensure profitability.

⇒ Conduct disciplinary actions against staff, including terminations.

⇒ Accurately forecasting revenues/expenses

Marina Hotel SHR-Kuwait

Resort & Marina Manager, Aug. 2006-Nov. 2009

The marina hotel is a five star hotel & resort managed by an safir hotel management and comprising 91 rooms, 2 amiri suites, 2 royal suites, 3 food & beverage outlets, 3 meeting & conference rooms, health club and spa, 3 outdoor pools, 1 squash court, 1 volley-ball court, 1 soccer court 1 basketball court and private beach .

Having ultimate responsibility for the overall operation of the resort. Also in charge of delivering results exceed guest satisfaction and financial performance objectives.

Duties:

- ⇒ Establishing priorities consistent with the resort objectives.
- ⇒ Administering and enforcing resort policies and procedures.
- ⇒ Resolving customer complaints in a timely and professional matter.
- ⇒ Building strong relationships with companies that supply the resort.
- ⇒ Developing relationships with the local business community.
- ⇒ Helping to develop management talent by acting as a mentor to supervisors and team leaders.
- ⇒ Offering support and guidance to junior team members.
- ⇒ Promoting resort services and facilities to guests at every opportunity.

Doha Club QNH, Qatar

Club Manager: Sept. 2003-Jul. 2006

The Doha club is a five star leisure club managed by an Qatar national hotels and comprising 900 hundred's families member's, 3 food & beverage outlets, 2 health clubs and spa, 1 outdoor pool, 2 squash courts, 4 tennis courts, 1 basketball court & 2 football courts, club house and private beach .

Duties:

- ⇒ Develops an operating budget for each of the department's revenue outlets; after approval.
- ⇒ Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized.
- ⇒ Increase levels of food service quality and enhance overall ambiance of member dining experiences.
- ⇒ Helps plan and approves internal marketing promotion activities for the food and beverage department.
- ⇒ Develops and implements policies and procedures for food and beverage departments.
- ⇒ Manages the long-range staffing needs of the department.
- ⇒ Greets guests and oversees actual service on a routine, random basis.
- ⇒ Develops new and innovative ways in which to stimulate member activities and participation in Club events.

Oasis Hotel and Beach Club, Qatar

Beach Club Manager: Nov.2001-Aug.2003

The oasis hotel is a four star hotel and resort and comprising 260 rooms, 23 luxury suites, 5 food & beverage outlets, beach club and spa, indoor & outdoor pool, 1 basketball court, 2 squash courts, club house and private beach.

Duties:

- ⇒ Manages the overall operation of the Beach Club.
- ⇒ Assures that effective orientation and training for new staff and professional development activities for experienced staff.
- ⇒ Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards.
- ⇒ Establishes quantity and quality output standards for personnel in all positions within the department.
- ⇒ Assists in planning and implementing procedures for special club events and banquet functions.
- ⇒ Approves all product invoices before submitting to the accounting department.

Ishtar Country Club, Lebanon

Club Manager: Dec.1997-Oct.2001

The Ishtar country club is a five star leisure club comprising 800 hundred's families member's, 3 food & beverage outlets, health clubs and spa, indoor & outdoor pool, 1 squash court, 2 tennis courts, 1 basketball court, shooting center, club house & children play ground.

Duties:

- ⇒ Restructured administration into more sufficient and efficient procedures.
- ⇒ Creating memberships, Sales memberships, maintaining guest relations.
- ⇒ Decorating & purchase of equipment.
- ⇒ Budget preparation, FF&E preparation
- ⇒ Attracted gym instructor and introduced fitness programs for all year round. Successfully generated high revenues.

The Leisure Country Club, Lebanon

Club Manager: Jan.1992-Nov.1997

The leisure country club is a four star leisure club comprising 500 hundred's families member's, 2 food & beverage outlets, health clubs and spa, indoor & outdoor pool, 2 tennis courts, 1 basketball & club house, water park and horse riding.

Duties:

- ⇒ Creating memberships, sales memberships, maintaining guest relations
- ⇒ Decorating and purchase of equipment
- ⇒ Financial & operational supervision of entertainment center
- ⇒ Budget preparation, FF&E preparation
- ⇒ Oversee finances, Creating of manning guide
- ⇒ Creating of holiday Planning, Cost controlling

QUALIFICATIONS

- ⇒ Physical Education, Lebanon
- ⇒ Hospitality & Leisure Management, Europe
- ⇒ Fire Safety Certificate, Lebanon
- ⇒ Advanced First Aid, Lebanon

COMPUTER KNOWLEDGE

- ⇒ Windows XP, Microsoft Office,
(Word, Excel, Access & Power Point)
- ⇒ Internet experience (Outlook Express,
Internet Explorer and Email System)

CHARACTERISTICS

- ⇒ Energetic & positive minded, Loyal &
trustworthy
- ⇒ Hardworking & Precise, Creative &
Proactive

KEY COMPETENCIES AND SKILLS

Hotel Management:

- ⇒ Driving and tracking the hotel/resort reservations & operational program
- ⇒ Responding quickly to any changing market conditions.
- ⇒ Creating a positive working environment for hotel/resort staff
- ⇒ Taking prompt, decisive and corrective action to rectify hotel/resort or
staff shortcomings
- ⇒ Achieving guest satisfaction goals
- ⇒ Creating a cross-trained and motivated employee workforce capable of
meeting the highest standards
- ⇒ Financially astute with the ability to control budgets, stocks and P&L
- ⇒ Making sure all club/resort fixtures and fittings are in a safe condition to be used

Professional:

- ⇒ Aptitude in financial management, financial reports and analysis
- ⇒ Ability to spot issues and opportunities before others
- ⇒ Challenging the status quo
- ⇒ Active team member with self drive and motivation
- ⇒ Possessing knowledge of all relevant software & hotel/resort management IT
systems
- ⇒ Acting with the highest ethical standards, and always treating others
fairly & with respect
- ⇒ A creative & innovative thinker.
- ⇒ Having a practical approach to problem solving
- ⇒ Willing to be accountable, liable, & answerable for actions & decisions
- ⇒ A hands on manager able to lead by example