

# OMAR NATO

ASSISTANT FRONT OFFICE MANAGER

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om

📍 Saudi Arabia, Riyadh, Saudi Arabia

## ABOUT ME

As an experienced Assistant Front Office Manager who is Front Office Manager in charge with 6 years in the hospitality industry, I have a proven track record of excellent guest satisfaction, managerial skills, and leadership capabilities.

My exceptional communication skills enable me to maintain a positive and constructive relationship with guests, team members, and other stakeholders.

Furthermore, my proficiency in budget management, staff mentoring, monitoring performance, and creating reports proves my adaptability within the hospitality industry.

Overall, my skills and experience make me a competent and committed professional in the hospitality industry. I am passionate about delivering excellent customer service, and I believe I can contribute positively to any organization that seeks to maintain top-notch standards in the industry.

## EDUCATION

### HIGH DIPLOMA IN PLASTICS AND FABRICATION.

Higher Institute for Plastics  
2011

## LINKS

LinkedIn:

<http://linkedin.com/in/omar-natto-34490b115>

## WORK EXPERIENCE

### ASSISTANT FRONT OFFICE MANAGER | Shaza Riyadh Hotel Residences | Mar 2022 - Present

- Supporting, training, and supervising front office staff.
- Scheduling staff shifts and managing other HR-related tasks.
- Maintaining an orderly appearance throughout the reception area.
- Monitoring stock and ordering office supplies, including stationery and information leaflets.
- Managing the departmental budget.
- Implement budget costing and planning strategies.

### DUTY MANAGER | InterContinental Jeddah | Jan 2017 - Mar 2022

- Conduct interviews.
- Conduct staff performance assessment process.
- Develop a work team.
- Manage front office operations.
- Manage the service brand.
- Manage workplace challenges with resilience.
- Present information.
- Solve problems and make decisions at the managerial level.

## COURSES

## SKILLS

Training and supervising the front office staff

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Delegating tasks

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Entering payroll data

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Monitoring financial data

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Coaching

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## LANGUAGES

English

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**CONCIERGE COURSE** | *GTTP* | *Apr 2023*

**INTRODUCTION TO LEADERSHIP** | *Institute of Hospitality* | *Nov 2022*

**EFFECTIVE COMMUNICATION WITH STAFF** | *Institute of Hospitality*  
| *Nov 2022*

**HEARTSAVER FIRST AID** | *American Heart Association* | *Jun 2022*