

Curriculum vitae

Last name : KTESH

First name :Mamoun

Place & date of birth: Damascus 5th September 1973

Sex : Male

Nationality : Syrian

Military Service : Done

Family status : Married

Address :Damascus,SYRIA

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Education:

- 1999- Intermediate certificate in the field tourism and science at Damascus hotel institute for tourism science -**Management Specialty**- Very Good Grade /80.96 %/.

Experiences:

General Manager July 2019 –January 2020

Milana Pools

Group of villas & Swimming Pools

Al-Sweida – Qanawat Road

Front Office supervisor August 2018 –March 2019

Beit Zamman Hotel



Damascus old city

Beit al Mamlouka Hotel



Front Office Management Feb.2018-August 2018

- To arrange all front office requests (Calls, Booking and Reservation, reception, housekeeping)
- To deal with guests (transportation, ways in Damascus)

Hotel Manager 2010–Feb.2018

Damascene Palace Hotel



Damascus old city.

- Arranging all furniture, tools, also direct supervise on rooms decoration.
- Use my large network-relationships to provide companies representative with reservations.
- Taking charge of all business correspondence (bills, faxes, e-mails).
- Follow up the guests comments, what we have to do to be better than the other . . .
- The contracts with (Guides, Car driver, Bus driver, pick up from/to airport, tourism tours) for the guests.

Front Office Manager2010 -2010

Beit Zamman Hotel



Damascus old city.

- Reply faxes, e-mails and making required reservations accordingly.
- Arranging working-shift program.

- Supervise workers and register enter and exit time.
- Bills : travel agents, embassies, government,

Supervisor 2009-2010

Hanania Hotel



Damascus old city

- To find some problems solutions, Check with the guests how was the rooms, the reception, the cashier, the dealing with the employees.
- Check with the travel agents, the companies, the embassies,
- Check the back e-mails to the guests.

Duty Manager 2008 – 2009

Beit Zamman Hotel



Damascus old city

- Explain what we have in hotel and what they need exactly and executive all required.
- Cashier duties (Money exchange, bill settlement (credit card, travel check, cash) writing comments about hotel and departure).

Receptionist 2008-2008

Ebla Cham Palaces & Hotels



Damascus International Airport Road

- Make reservations, receive calls & transfer them, receive the guests, money exchange, inform the guests about the rooms types, car rent, the tourism & the old cities in Syria, guides according language

operator, Reception, Duty Manager 1998-2008

Cham Palaces & Hotels



One of the leading hotels in the world
Damascus downtown

- **Operator** : Starting with the operator for one & half year, receive the calls and transfer them to the rooms, reservation, reception, management or public areas, wake up calls, embassies numbers, establishments numbers, ministries numbers,
- **Reception** :
Night training : about year, knowledge how can receive the guest and the phrases which have to say to them, the reservation and the requirements to confirm the reservation (credit card, cash, arrival time, departure time, room type, room rates . . . receive the external calls & transfer them to the rooms guests.
Reception : good relations with the guests, the colleagues, the other departments, high speed to receive the guests, give them the request, guide & car
Shift leader : after year, checking about the occupancy percentage, the arrival list, the departure list,
Cashier : good dealing with credit cards, travel check, exchange money.
- **Duty manager**:
Night manager : about two years, checking the employees, the restaurant, the kitchen, bars, coffee shop, security, doorman, bellboy, reception, housekeeping , and guests complaints.

Training & Skills

- **Reception 1998 – 1998:** (Resident of Valley) A Motel
One of the chain of Cham Palaces & Hotels
Between the first and second year of study (for 3 months).
- **Representative of tourism & hotel institute for tourism science in Exhibition /Cham 1/1998**For Computer Technical.
- **Management Courses:2000**
French Culture Center in Cooperate With Cham Palace Hotel
60H. of Hotel& Tourism .
- **D.E.L.F2000**(DiplomeD’etudesen Langue Francaise)

In the French culture center in Damascus
Certificate from French Educational Ministry.

- About **300** hours French language (in French Culture Center) **2000**

- **Management Courses: 2003**

French Culture Center in Cooperate With Cham Palace Hotel

Front Office : Welcome, Reception, information, thanking , satisfaction, cashier.

Kitchen : Vegetables Foods, soups, meats,

Housekeeping: Doorman, bellboy, room supervisor, requeststaker,

Maintenance : Electricity, water, air conditioning ,.

- **English language course in ALC (American Language Center)**

In 2002(intermediate level).

- **High speed writing type on the computer (around 350 letters P.M.)**

- **Good experience (Word, Excel, Access, Power Point, Outlook).**

Languages :

- **Arabic:**

:Mother tongue

- **English :**

Reading : Very Good

Conversation : Very Good

Writing : Very Good

Listening : Very Good

- **French :**

Reading : Very Good

Conversation : Good

Writing : Very Good

Listening : Good

M.KTESH