

Abdallah Hammoud M.A, PG Dip, B.A.

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| Nationality: | British/Lebanese | Address: | Beirut, Lebanon |
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Languages: English, Arabic and French

QUALIFICATIONS

- Proven results delivery in meeting and exceeding set KPIs
- Financial awareness in developing profit making projects and reducing operational costs
- Opera super user, involved in the set up and configuration of Opera on pre-opening projects and property management systems migration projects
- Leverage specific areas of expertise to provide mentoring and professional development to team members

PROFESSIONAL EXPERIENCE

- 02/2018 – 03/2019** **Hilton Habtoor Grand & Hilton Metropolitan Palace – Beirut, Lebanon**
(400 Rooms)
Cluster Front Office Manager
- Lead front of house operations of two hotels
 - Implement mentor program to improve line level communication
 - Prepare the weekly schedule, handle all customer concerns
 - Assign duties and shifts to front office staff
 - Coach and counsel staff to ensure adherences to hotel policies, standards and procedures
 - Recruit, manage, train and develop the front office team
 - Analyse, investigate and resolve guest complaints
 - Coordinate monthly staff meetings
 - Reconcile the daily cash log and night audit report
- 08/2017 – 03/2018** **Marriott International: Bristol Marriott Royal Hotel – Bristol, UK**
(242 rooms city center hotel)
Front Office Manager
- Overseeing a team of 30 staff members
 - Direct report to hotel manager
 - Planning and execution of full hotel refurbishment project
- 02/2017 – 08/2017** **BDRC Continental – London, United Kingdom**
UK's largest independent research consultancy
Hotel Inspector
- Carrying out mystery shopper visits
 - Conducting service quality assessment
 - Developing strategy on improving service and increasing revenue
- 03/2016 – 10/2016** **Kempinski Summerland Hotel & Resort – Beirut, Lebanon**
(153 rooms, seaside resort complex that includes a marina, hotel, and apartments)
Pre-Opening Front Office Manager
- Recruitment, hiring, and training of the front office pre-opening team
 - Set up of all front office operational areas including OS&E and FF&E
 - Set up policy and procedures according to company standards
 - Set up service agreements with third party suppliers
- 06/2015 – 03/2016** **Golden Tulip Hotels, Suites & Resorts – Beirut, Lebanon**
(177 rooms, 4* Hotel - Previously a Beirut Marriott property)
Executive Housekeeper
- Leading a housekeeping and laundry team of 30 colleagues
 - Full financial accountability of management accounts
 - Revised room set up to lower cost per room by 3%
 - Lower laundry operational cost by 2% month on month

- 03/2013 – 02/2015** **The Celtic Manor Resort – Newport, UK**
(400 rooms, 5 Hotel, venue of the Ryder Cup 2010 & NATO 2014 Summit)*
Front of House Manager
- In charge of front of house operations of a 400 key 5 star resort
 - Increase AA Inspection score by 5%
 - Increase Room Upsell revenue by 8% in 2014
 - Increase colleague satisfaction score by 2 % on previous year
 - Introduce a new transportation project which help lower transportation costs by 20%
 - Direct reports include: Reception Manager, Concierge Manager, Head of Guest Relations, Transportation Manager and Night Manager
- 10/2012 – 01/2013** **Marriott International: The St. Regis Mauritius Resort – Mauritius, Indian Ocean**
(172 rooms, ultra-luxury award winning resort)
Taskforce– Guest Experience Manager Pre-Opening/ Opening
- Support the Director of Rooms in training and set up requirements for the Front Office and Butler teams
 - Essential operational support for the opening and New Year's party
- 11/2011 – 03/2013** **Marriott International: The St. Regis Hotel – Abu Dhabi, UAE**
(283 room, 5 Hotel)*
Director of Butler Services, Pre-Opening
- Combined Front Office, Housekeeping, Food and Beverage, Sales Skills
 - Set up of the Butlers department with a manning budget of 18 associates
 - Recruitment and interviewing for own department, Appraisal and IDPs
 - Developing and implementing training plans and training material
 - Setting and strategizing departmental KPI on LRA, LQA and Guest Experience Index
- 11/2009 – 12/2011** **Burj Al Arab – Dubai, UAE**
(202 all suite 7 Hotel)*
Duty Manager / Assistant Front Office Manager / Assistant Operations Manager
- Assistant department head to one of the largest departments at Burj Al Arab, with a manning budget of 195 colleagues
 - Increased guest satisfaction index by 5% over a period of 3 months
 - Up-sell targets which resulted in an increase of 1% RevPAR where met
 - Developed two team leaders into guest service managers
 - Contributed to an increase in colleague satisfaction exceeding target set by human resources
- 09/2006 – 09/2007** **The Celtic Manor Resort – Newport, UK**
(400 rooms, 5 Hotel, venue of the Ryder Cup 2010)*
Front Office Duty Manager
- 06/2003 – 06/2006** **The St David's Hotel & Spa – Cardiff, UK**
(136 rooms, 5 Hotel)*
Receptionist / Reception Supervisor/ Night Manager

EDUCATION

- 2007 – 2009** **Cardiff Metropolitan University – Wales, UK**
Master of Business Administration (MBA)
- 2002 – 2003** **Cardiff Metropolitan University – Wales, UK**
Post Graduate Diploma in Business Information Systems
- 1998 – 2002** **Cardiff Metropolitan University – Wales, UK**
BA (Hons) in International Hotel Management