

QUSSAI ALNABTETE

Jordon • +249990901111 • Qussai.alnabtete@gmail.com

CAREER OBJECTIVE

Fixable, innovative and dedicated professional with 18+ years of rich experience with international hotel chain working in & outside Sudan in the domains of hospitality, administration and data management Extensive understanding of business practices, especially the hospitality industry, management and leadership skills, experience in negotiation and conflict resolution.

SKILLS

- Coordination and Management
- Office Management, Office Administration
- Data Management, Data Entry, Data Verification
- Stakeholder Relations, Collaboration
- Problem Solving, Decision Making, Planning, Execution
- Communication, Interpersonal Skills, Coordination

PROFESSIONAL EXPERIENCE

Organization Profile:

Rotana Hotel Management Corporation PJSC is a hotel management company in the Middle East, Africa and Turkey. It has a portfolio of over 100 properties in 26 cities and operates five sub brands which include Rotana Hotels & Resorts, Centro Hotels by Rotana, Rayhaan Hotels & Resorts by Rotana, Arjaan Hotel Apartments by Rotana., and The Residences by Rotana.

<https://www.rotana.com>

Director of Catering & Events, 2nd of Sep.2009 to date Al Salam Rotana Hotel (Sudan)

Key Responsibilities:

- Proactive and expected to do regular sales calls to maintain client relationships and to develop new accounts.
- Develops an Event Management strategy that is aligned with the brand's business strategy and leads its execution.
- Develop and monitor budgets to ensure revenue and expenses are kept within established boundaries. Review financial information for accuracy, such as invoices for services and materials; the hotel invoice, subcontractor invoices, etc. and assist in the preparation of the final financial report for the client.
- Develop and monitor timelines/promotional schedule for events, working with marketing team to ensure adequate and proper promotion.
- Attends weekly department head meetings, works closely with Director of sales/ Director of Business development on future business planning and provides input and information during weekly revenue meetings.
- Meets weekly with the Food and Beverage department, Banquet operations department, Kitchen department to review upcoming events, BEO meeting, informs all necessary departments of any updates or changes.
- Direct and manage the events related forecasting process in conjunction with the Revenue Department to insure accurate, timely and complete information.
- Assist in planning and will oversee quotations & contracting for both M&E, Groups and residential conference business and most importantly yield the business effectively in order to achieve demanding revenue targets.
- Researches and analyzes new products, pricing and services of competition. Proactively maintain property SWOT analysis.
- Responsible for planning, retaining and developing existing business as well as acquiring new business and growing our market share by promoting Hotel.
- Manage assigned projects in the area of meeting/event planning for a variety of meetings, conferences, webinars and workshops.
- Champions all standards, policies and procedures for the Event Planning team.
- Introduces ideas to leadership team to enable property to remain competitive.
- Gives tours of the facilities and discusses booking logistics, room options and menus with potential clients
- Compile and/or direct the preparation of reports pertaining to the operation of the event sales department to include, but not limited to the annual and monthly Forecast, Lead Management System, and Booking Reports.
- Shares plans with property leadership and ensures corrective action is taken to continuously improve guest satisfaction.
- Interacts with guests to obtain feedback on product quality and service levels.
- Responds to and handles guest problems and complaints.
- Observes service behaviors of employees and provides feedback to individuals and or managers.
- Reviews staffing levels to ensure that guest service and planning needs are met.
- Oversees Event Operations including Banquets, Event Services and Event Technology.
- Sets expectations and holds event sales team accountable for desired service behaviors related to product and service delivery.

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- Communicates a clear and consistent message regarding departmental goals to produce desired results.
- Encourages calculated risk-taking to generate incremental revenue and deliver excellent guest service.
- Cultivate strong client relationships/partnerships, ensuring client satisfaction.
- Ensure that all events/meetings are correctly set each day.
- Create meeting rooms, banquets occupancy graph index and revenue share index.
- Collaborate with clients and the banquet operations department upon client arrival regarding proper set-up, event execution and resetting for day/evening.
- Ensure that the standards required by Law and by Management are maintained at all times in the areas specified above.

Conference & Banquet of Operation Manger 9th of Feb.2007 until 1st of Sep.2009 Al Salam Rotana hotel (Sudan)

Key Responsibilities:

- Assists in establishing and achieving the Banquet's department annual budget forecast and exercises a constant control of the operation cost.
- Attends all hotel management / Food & Beverage meetings and conducts departmental briefings to maintain an open communication line with all staff working under his supervision.
- Enforces the departmental training program in line with the company's SOP's, to achieve the highest possible guest satisfaction, i.e. guest care, product knowledge, service training, etc.
- Organizes the departments' events as per the monthly / annual forecast / plan whilst observing low and high demand periods.
- Has a hand on approach to organize the daily Banquet's events as per the operational forecast.
- Ensures the timely set up of all Banquet's venues according to the service settings and as outlined in the function sheets.
- Conducts daily routine checks to ensure that all mise en place is done according to the stipulated service requirements.
- Coordinates all menu proposals presentations and buffet set-ups with the Executive Chef.
- Enforces control procedures for all outgoing and returning operating equipment.
- Prepares duty schedules, ensuring efficient workforce at all times.
- Checks the appearance (condition of uniforms) and grooming of assigned staff on a daily basis.
- Initiates and countersigns (all purchase requests and store requisitions for the department (operating material, food products and beverages) and conducts spot check up on delivery.
- Frequently tours all Banquets' facilities, back and front of the house enforcing the highest possible cleanliness and maintenance standards.
- Coordinates / delegates all logistic supports i.e. contracted outside work force, contracted food and beverage supplies, operating / sound equipment and transport.
- Conducts (on instruction) regular spot checks about the business activities of immediate competitors.
- If live entertainment is staged he assures that all legal documents are available i.e. NOC, etc.
- Familiar with the company's internal policies and safety procedures.
- Carries out other related assignments or tasks entrusted by the Food & Beverage Manager from time to time.

Assistant Food & Beverage Manager, December 23rd 2005 until April 15th 2006, Accor Hotels & Resorts at SOFITEL (PRESIDENTIAL VILLAS) SUDAN

Opening Team (Sudan Mission) An assignment From Accor head office to plan and organize the two biggest event in Sudan History

- The African Summit Jan 2006
- The Arabic Summit March 2006

Food & Beverage Operation Manager, Feb 9th 2005 until December 20th 2005 , Accor Hotels & resorts at Mercuric Crand Hotel Seef / Manama-Bahrain

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Movenpick Hotels& resorts/ Aqaba

Beverage Manager 16th of Oct until 31st of Jan.2005
Restaurant Manager 1st of Feb until 15th of Oct 2004
Chief Steward 4th of Oct 2003 until 1st of Feb 2004

Movenpick Resort & Spe /Dead Sea

F&B Management Trainee (Chief Steward) 14th of Jan2003 until 30th of June 2003
Outlet Management 4th of May 2002 until 14th of Jan.2003

Days Inn Hotel /Amman, March 2001 till March 2002

Sales Supervisor For Banquet F&B Outlets
F&B Supervisor
F&B Outlets

EDUCATION

- High school (Literary Section) 1994- 1995 in Yemen.
- Diploma in hotel Management from the American Academy in Amman March 2001
- (VIP degree in Hotel Management)

PROFESSIONAL DEVELOPMENT

Courses & Program

- Service excellent/ Amman Marriott 2000
- Train the trainer/ Dead Sea Move pink 2002
- TSA (F&B sales program) / Dead Sea move pink2003.
- Basic Management skills /Aqaba move pink 2004
- Leader ship skills / Aqaba move pink 2004
- Professional Ethics / Aqaba move pink 2004
- Breakage control / Aqaba move pink 2004
- Food Safety/ Aqaba move pink 2004

Junior management program has covered:

- Hotels & resort corporate mission/ Hospitality.
- Craft trainer skills.
- Delegation / Time Management
- Delegation / Time Management
- Bienvenue chez ACCOR February 2005
- Improving F&B Profile February 2005
- Managing With ACCOR Values Oct 2005

PERSONAL INFORMATION

- Citizenship: Jordon
- Date of Birth: 24 May;1976
- Marital Status: Married
- Language: Fluent in English and Arabic
- References: Available on request