

JANET RIDA HABIB ELYAS SHASHATY

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CAREER OBJECTIVE

Versatile, motivated and dedicated professional with 10 + years of rich experience with international hotel chain working in Sudan in the domains of hospitality, administration and data management. Professional with comprehensive competence in implementing all plans and work schedules adhering to approved policies and procedure ensuring delivery of superior results under pressure in demanding environments. Determined and achievement driven professional seeking a challenging assignment to utilize all skills and knowledge and contribute to the achievement of organizational goals and objectives.

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

Event Manager, January 2013 to date
Al Salam Rotana hotel (Sudan)

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>

Key Responsibilities:

- Administration of leads either through sales partner or through direct enquiries.
- Initial communication with guest through phone/email communication or meetings and establishment of basic requirements of guest.
- Preparations of offer letters according to guest requirements and availability in a self-efficient manner and according to the rate structure given by the Area Revenue Manager.
- Active follow up on sent offers and eventually sending revised offers as per guest requirements.
- Continuous communication with the according sales manager on outstanding offers.
- Assures events are either confirmed or released in a timely manner to avoid regretting business and to assure reasonable preparation time for events.
- In case of confirmation, preparation of Event Order as per departmental standard and assuring proper distribution of the same.
- Follows up on event orders to assure clear line of communication with other departments, especially banquets operations and the kitchen.
- Supervision and communication with Banquet Operations during events and assuring guest satisfaction throughout the function.
- Post function follows up with guest to assure satisfaction and create feedback loop for complaints and suggestions.
- Assists Mice Operations Manager to ensure correct handling of equipment to minimize breakages and losses.
- Inspects all function areas daily before opening according to fixed standard checklist. When assigned to afternoon shift to check on evening functions.
- Ensures proper maintenance of the Opera system, through updating of Option dates, contact details and bookings and other set standards given.
- Seeks feedback on rates, availability and offer letters from the C & B Manager.
- Is fully aware of the available equipment and capacities in the hotel.
- Assists and supervises Events Coordinators and gives assistance when required.
- During the absence Director of Catering & Events am in-charge of the Banqueting Department ensuring all leads/offers are followed up on a daily basis.
- Attends to Banqueting & Sales Meeting, Revenue meeting, Operational Meeting and Banquet Meeting

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Event Executive , January 2009 to December 2012 Al Salam Rotana hotel (Sudan)

Key Responsibilities:

- Administration of leads either through sales partner or through direct enquiries.
- Initial communication with guest through phone/email communication or meetings and establishment of basic requirements of guest.
- Preparations of offer letters according to guest requirements and availability in a self-efficient manner and according to the rate structure given by the Area Revenue Manager.
- Active follow up on sent offers and eventually sending revised offers as per guest requirements.
- Continuous communication with the according events manager on outstanding offers.
- Assures events are either confirmed or released in a timely manner to avoid regretting business and to assure reasonable preparation time for events.
- In case of confirmation, preparation of Event Order as per departmental standard and assuring proper distribution of the same.
- Follows up on event orders to assure clear line of communication with other departments, especially banquets operations and the kitchen.
- Supervision and communication with Banquet Operations during events and assuring guest satisfaction throughout the function.
- Post function follows up with guest to assure satisfaction and create feedback loop for complaints and suggestions.
- Assists Conference & Banquet Manager to ensure correct handling of equipment to minimize breakages and losses.
- Inspects all function areas daily before opening according to fixed standard checklist. When assigned to afternoon shift to check on evening functions.
- Ensures proper maintenance of the Opera system, through updating of Option dates, contact details and bookings and other set standards given.
- Seeks feedback on rates, availability and offer letters from the Conference & Banquet Manager.
- Is fully aware of the available equipment and capacities in the hotel.
- During the absence of Events Manager, I am in charge of the Events Department ensuring all leads/offers are followed up on a daily basis.
- Attends all Banquet Meetings.

Conference & Banquet Secretary , January 2009 to December 2012 Al Salam Rotana hotel (Sudan)

Key Responsibilities:

- Works in close cooperation with supporting department i.e. Food and Beverage, Housekeeping, Accounting, Engineering, etc.
- Attends (on instruction) all regular Food & Beverage department and banquet meetings, conducts daily pre-function briefings to maintain an open communication line with all assigned staff.
- Conducts the departmental training program in line with the company's SOP's, to achieve the highest possible guest satisfaction and service standards.
- To be aware of all Food & Beverage / Banquet marketing activities and gets involved in their action plan.
- Ensures that the immediate reliever is updated on all relevant operational issues.
- Controls all out going and returning operating equipment.
- Monitors duty schedules to maintain an efficient workforce.
- Checks frequently the appearance (condition of uniforms) and grooming of assigned staff.
- Handles the timely set up of all venues according to the service settings and as outlined in the function sheets.
- Present during service hours.
- Regularly tours all Banquets facilities, back and front of the house to ensure the highest possible cleanliness and maintenance standards.
- Coordinates with the Department Head outsourced logistic support i.e. contracted outside work force, contracted food and beverage supplies, operating / sound equipment and transport.
- Monitors all official correspondence and quotations sent out by the department.
- Handles all incoming and outgoing correspondence to the utmost perfection.
- Ensures that all mise en place is in place and done according to the stipulated service requirements.
- Coordinates with the Executive Chef all menu proposals presentations and other kitchen related requirements.
- Submits purchase requests and store requisitions for signature (operating material, food products and beverages) and conducts regular check up on delivery.
- Initiates mailing campaigns on instructions.
- Handles the monthly attendance sheets and arranges them for signature at the end of the month.

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- Monitors / handles the banquet reservation book.
- Actively involved in achieving the departments annual budgets forecasts, i.e. meet / maximize the monthly revenue targets by exercising a constant control of the operational cost.
- Conducts on instruction spot checks on the business activities of immediate competitors.
- Familiar with the company's internal policies and safety procedures.
- If live entertainment is requested insures that all legal documents are available on hand in advance and copies are distributed to all concerned key personnel i.e. NOC, etc.
- Carries out other related assignments or tasks entrusted by the Food & Beverage Manager from time to time.

EDUCATION

Skim Manibal Univeristy, Khartoum Sudan

Bachelor's Degree in Computer Engineering (2002 - 2006)

Major: Software Coding

Languages:

- E-Com
- Java
- Javascript
- HTML
- ORCALE

PROFESSIONAL DEVELOPMENT

- Destination Leadership Supervisory Program
- On – Job Training
- Food Hygiene
- Telephone Techniques -IFH (Institute for Hospitality Management)

PERSONAL INFORMATION

- Citizenship: Sudanese
- Date of Birth: 30th May;1984
- Marital Status: Married
- Language: Fluent in English and Arabic
- References: Available on request