



Tamer Badawi Mohamed

CONTACT

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EDUCATION

BACHELOR OF TOURISM & HOTEL
MANAGEMENT

Cairo University

1998

TECH. SKILLS

MS Word, Excel, Power Point,
Outlook, Internet
Windows 2000XP
Others : Fidelio
System,Protel,HMS ,Proligic
knowledge

ATTRIBUTES



EXECUTIVE SUMMARY

Talented and competent hotelier with significant experience of over 15 years with leading chain of hotels in areas encompassing hotel management. Known as an innovative, hands-on trouble-shooter who can rapidly identify guest problems, and implement corrective actions in challenging and demanding environments. A strategic business partner and catalyst for innovative initiatives that address today's business challenge of attaining revenue goals, controlling expenses, satisfying customers, and attracting/retaining talent while achieving business and profitability objectives. Results-oriented, decisive leader; adept at forging lucrative relationships with key partners, vendors, and clients. Superb organizational skills – Ability to prioritize, multi-task, lead, direct, and solve problems effectively. Strong verbal communication skills for dealing effectively with all types of personalities.



EXPERIENCE

REVENUE MANAGER

Royal Continental Hotel Dubai | Nov 2017– Till date

- ◆ Oversee revenue management and distribution strategy and manage day to day yield operations.
- ◆ Analyzing booking patterns and market trends
- ◆ Provide daily, weekly and monthly reporting
- ◆ Identify new revenue opportunities
- ◆ Effectively monitor the pickup on daily basis to ensure yielding strategy is adjusted accordingly
- ◆ Forecast effectively to identify demand dates and shoulder dates to adjust pricing strategy
- ◆ Oversee revenue management and distribution strategy of the hotel and manage day to day yield operation.
- ◆ Maximize revenue through room reservation by setting proactive selling strategies and action plans in order to achieve the budgeted revenue thereby maintaining a healthy business
- ◆ Developing pricing strategies, including building rates for rooms and packages and determining discounts and specialty rates
- ◆ Evaluating trends in the economy and hospitality industry
- ◆ Creating promotional plans to increase revenue
- ◆ Optimize and expand distribution partnerships.
- ◆ Act as overall business development consultant for the hotel manager/owner.
- ◆ Challenge and influence hotel to improve service level and operational standards.
- ◆ Build and maintain strong working relationships with levels of staff at the client hotel.
- ◆ Embed a revenue management culture.

ROOMS DIVISION MANAGER

The Country Club Hotel Dubai | March 2015 – Oct 2017

- ◆ Managed all Rooms Division Departments.
- ◆ Maximized profits by ensuring the highest occupancies at maximum yield.
- ◆ Coached managers and employees to create experiences of a lifetime for guests.
- ◆ Created weekly schedules for housekeeping department and coordinated with staffing company to ensure adequate staff levels present to meet business needs. Coordinated communication throughout rooms department to effectively manage high occupancy turnover.
- ◆ Implemented labor scheduling procedures in housekeeping to reduce overtime and achieve budgeted labor expense.
- ◆ Ensured that the necessary safety and security procedures are adhered to within Rooms Division.
- ◆ Determined and implemented pricing strategies and circulates the recommendations.
- ◆ Ensured rates and restrictions updated throughout all distribution channels.
- ◆ Coordinated renovation operations to ensure minimal impact on room availability and profits.

REVENUE MANAGER

The Country Club Hotel | Jan 2012 – Mar 2015

- ◆ Ensured discount segments are yielded properly during compression time frames.
- ◆ Evaluated mix of business and implement strategy to achieve optimal mix.
- ◆ Recommended daily rate strategies. Analyzed and monitored success of daily, weekly rate strategies. Prepped and led weekly revenue meetings.
- ◆ Worked with Hotel Team in regard to managing group inventory and cut-off dates according to contract and market demand.
- ◆ Identified soft spots and communicate with Field Marketing and brands to ensure participation in all promotions that would benefit the hotel.
- ◆ Led a weekly Strategy Meeting where the appropriate booking horizon is evaluated for proper pricing and inventory controls.
- ◆ Regularly reviewed competitive websites in terms of product range, marketing initiatives including functionality and customer offerings.



EXPERTISE

Hotel Operations and Management
 Five-Star Hotel Experience
 Revenue Generation and Management
 Guest Satisfaction
 Skilled Negotiator
 Front Office Management
 Project Management
 Quality Assurance
 Employee Relations
 New Employee Orientations
 Staff Training and Development
 Complex Problem Solving
 Cross-Functional Supervision
 Financial Operations
 Judgment and Decision Making
 Attention To Detail
 Team Building & Mentoring
 Workflow Planning
 Strategy Development
 Critical Thinking Skills
 Root Cause Analysis
 Budget Proposal
 Pricing and Inventory Control
 Guest Relations & Presentations,
 Productivity Improvement
 Profit Growth Improvements
 Costing & Budgeting
 Vendor Management

FRONT OFFICE MANAGER

The Country Club Hotel Dubai | Feb 2009 - Dec 2011

- ◆ Supervised Reception and Reservations personnel to ensure optimum occupancy and average room rate for purpose of maximizing revenue.
- ◆ Welcomed hotel guests in a warm and friendly manner, worked to meet guests' special requests, ensured that each guest had a memorable stay.
- ◆ Coached and counseled employees to ensure adherences to hotel policies, standards and procedures. Recruited, managed, trained and developed the front office/desk team.
- ◆ Oversaw front desk operations and department productivity, managed and drove ADR, room inventory, room sale price-points and adjusted them based on business demand.
- ◆ Managed monthly P/L reports, annual and monthly budgets as well as weekly labor reports to run department successfully.
- ◆ Maintained appropriate standards of conduct, dress, hygiene, uniform appearance and posture of department employees.
- ◆ Maintained smooth relationships between management and guests by resolving problems arising from guest complaints and attending to their requests or queries with dispatch.
- ◆ Addressed all escalated guest issues to assure a satisfactory hotel stay.
- ◆ Adjusted room rates to maximize revenue per available room.
- ◆ Provided key leadership surrounding the hotel's revenue recognition policies and regularly interface with the sales, operations and marketing organizations.
- ◆ Monitored Front Office personnel to ensure guests receive prompt, warm attention and personal recognition.

DUTY MANAGER

Chelsea Hotel | May 2007 – Jan 2009

- ◆ Checked cleanliness of the Hotel Reception as well as public areas, including waiting area outside the reception and parking area.
- ◆ Ensured that the maintenance is in order in Hotel reception and public areas.
- ◆ Checked on all reservations for the day of arriving guests. Prepared registration cards and ensuring that they are complete and information accurate ahead of guest arrival.
- ◆ Analyzed financial information on computer and created reports for owners.
- ◆ Ensured that all the money received for booking have been received and are allocated correctly on the booking system for all guests arriving.
- ◆ Co-ordinated with all departments concerned in order to maintain Front Office functions properly and requests carried out correctly ensuring the guest stay is well organized and coordinated.
- ◆ Ensured that all special requests listed on booking as well as requested while in house are carried out with the highest level of service and in line with company standards.
- ◆ Identified staffs' actions and evaluate whether it meets hotels' standards. Estimate the number of rooms needed for special events.
- ◆ Ensured that all staff are in correct uniform and have the correct appearance in line with company standards and uniform policy.
- ◆ Interviewed applicants and judge the quality of their skills to staff various positions in hotels.

NIGHT MANAGER

Al Bustan Center and Residence-Hotel Apartments | Feb 2003 – May 2007

- ◆ Ensured continuous contact with residence guests to ensure that any problem or complaints are handled quickly, efficiently and courteously.
 - ◆ Ensured a proper schedule for front office staff, according to business demands.
 - ◆ Implemented strategies pertaining to marketing, increasing profitability and employee retention.
 - ◆ Promoted team work and quality service throughout hotel's various departments.
 - ◆ Responded appropriately to guest complaints. Made appropriate service recovery gestures in order to ensure total guest satisfaction.
 - ◆ Registered guests and assign rooms, accommodate special requests whenever possible.
 - ◆ Stayed up to date on room rates, packages, discounts, and how to handle each as well as how each relates to other departments.
 - ◆ Ensured quality service is provided to all guests. Checked guests in and out. Resolved guest issues and requests.
- Balanced and audited for accuracy in accounts. Resolved accounting discrepancies.



OTHER EXPERIENCE

FRONT OFFICE SHIFT LEADER–Sheraton Sharm el Sheikh Resort & Villas | Feb 2002 – Jan 2003

FRONT OFFICE CLERK–Sharm El-Sheikh, Egypt | Jun 2000 – Jan 2002

RECEPTIONIST–Flamenco Hotel Cairo | Oct 1998 – June 2000



REFERENCES

Available Upon Request