

ALAEDDINE ABDALLAH

FRONT OFFICE MANAGER

Accomplished Front Office Manager, known for revenue growth and exceptional customer satisfaction. Joined pre-opening teams to establish local hostel brands from scratch, and adept at overseeing project pre-openings for maximum success. Seeking an opportunity in an international hotel brand to deliver outstanding results with a customer-oriented approach.

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Bin Omran - Doha

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French Driver Licence

EDUCATION

HIGH SCHOOL DIPLOMA

AL Amal High School

2003

BACHELOR'S DEGREE IN TOURISM

ISEAHT University of Tunis

2004 - 2008

HOTEL MANAGEMENT DIPLOMA

New Skills Academy UK

2017

EXPERIENCE

HOSTEL/HOTEL MANAGER

RBS HOSTELS - France

2020 - 2022

A seasoned Manager overseeing the operations, guest satisfaction, and profitability of the new RBS hostels in France, which includes two hostels, a concert hall and Cocktail Bar, and F&B outlets in Lyon, France.

- Successfully implemented new customer service protocols aligned with brand values, resulting in a significant increase in customer satisfaction scores, achieving an average rating of over 89% in customer satisfaction surveys.
- Developed and managed special discounts and value-added services for guests, resulting in a remarkable 30% increase in repeat bookings and generating incremental revenue.
- Created and managed a guest loyalty program that significantly increased repeat bookings by 30%, generating incremental revenue and fostering customer loyalty.
- Utilized the Perdoo tool for strategic goal planning, ensuring alignment with brand objectives and facilitating effective execution strategies.
- Implemented multi-factor monitoring to enhance revenue streams and successfully optimized the HR department's functions using the LUCCA tool, contributing to streamlined operations and improved efficiency.
- Demonstrated adaptability by expanding co-living opportunities during Covid-19 to optimize occupancy rates, showcasing resilience and strategic agility during challenging times.

TECHNICAL SKILLS

- OKR implementation (Perdoo)
- CRM utilization (Customer Alliance)
- HACCP expertise
- Achieving KPIs
- Recruitment proficiency
- Effective under pressure
- Team coaching
- Customer-centric problem-solving
- Strong leadership and interpersonal skills

LANGUAGES

French
English
Arabic
Maltese

COMPETENCIES

- Hospitality Management
- Pre-opening
- P&L Analysis and Cost Control
- Customer Relationship
- Inventory and Supply Chain Management
- Event Management
- Data Analysis and Reporting
- Employee Training and Development
- Microsoft Office

ASSISTANT GENERAL MANAGER

RBS HOSTELS - France

2018 - 2020

A seasoned Assistant General Manager adept at assisting in the smooth operations, guest satisfaction, and financial success of the new RBS hostels in France. This encompasses two hostels, a concert hall, and F&B outlets in Lyon, France

1. Operational Excellence and Eco-Friendly Initiatives:

- Demonstrated commitment to sustainability by maximizing eco-friendliness of the establishments, integrating environmentally responsible practices in day-to-day operations.

2. Cost-Efficiency and Savings Implementation:

- Successfully implemented savings measures within the department, resulting in a notable reduction of 10-15% in operational expenses while maintaining high-quality service standards.

3. Employee Development and Team Morale:

- Actively mentored and coached customer relations team members, fostering a positive work environment, enhancing employee morale, productivity, and contributing to internal promotions within the organization.

4. Revenue Growth and Strategic Planning:

- Successfully increased annual revenue by an impressive 25% through the implementation of strategic pricing strategies, effective cost control measures, and proactive upselling initiatives, ensuring financial growth and sustainability.

FRONT OFFICE MANAGER

RBS HOSTELS - France

2016 - 2018

Experienced Front Office Manager with a strong track record in optimizing guest experiences, operational efficiency, and financial performance. Proven ability in efficiently launching the second Hostel and managing operations during Euro Cup 2016 for RBS Hostels in France.

1. Occupancy Rate Management and Strategic Marketing:

- Achieved and maintained consistently high occupancy rates, surpassing industry benchmarks, through strategic marketing campaigns and effective revenue management strategies, optimizing revenue streams.

2. Team Building and Employee Development:

- Established and led high-performing teams by implementing comprehensive training and development programs, significantly reducing staff turnover, enhancing employee morale, and ensuring a motivated work environment.

3. Efficient Check-in and Check-out Management:

- Streamlined and optimized check-in and check-out procedures, ensuring a seamless and efficient process for guests, enhancing overall guest satisfaction.

ACHIEVEMENTS

- Operational Cost Savings and Efficiency.
- Revenue Optimization and Recognition.
- Strategic Business Growth.
- Enhanced Online Reputation and GRI Index.

AWARDS

- Acknowledged as France's premier hostel by HostelWorld.com, receiving the prestigious "Best Hostel in France" designation. Additionally, honored with the esteemed "Best Hostel Award" by the Office de Tourisme Lyon, further affirming excellence in hospitality and service.

CERTIFICATES

- Managing Difficult Customers
- HACCP Certificate
- Customer Relationship Management Certificate
- Front Desk Safety and Security Certificate
- First Aid Certificate (PSC1)

REFERENCES

RBS HOSTELS - France
Pierric Soum - Co-founder
+33670460944
Pierric@rbshotels.com

Caribbean World Sunny Hotels
Nizar Chelbi
Recreation GM
+201620310168

4. Conflict Resolution and Customer Satisfaction:
- Demonstrated strong problem-solving skills by effectively handling guest complaints and issues, proactively seeking satisfactory solutions to ensure a positive guest experience and maintain customer satisfaction.

5. Data Analysis and Operational Enhancement:
- Utilized data analysis techniques to evaluate trends and operational performance, facilitating informed decision-making and continuous improvements in operational efficiency and guest service.

6. Effective Communication and Team Collaboration:
- Led monthly meetings to promote effective communication, disseminate updates, and foster collaboration among the team, ensuring alignment with organizational goals and promoting a cohesive work environment.

ASSISTANT FRONT OFFICE
RBS HOSTELS - France

2014 - 2016

A skilled Assistant Front Office, integral to the pre-opening team and the successful launch of the new brand. Established and implemented operational standards and procedures, overseeing front office operations directly reporting to the GM.

1. Pre-opening and Branding Expertise.
2. Process Optimization and Knowledge Hub Creation.
3. Industry Recognition and Awards.
4. Exemplary Customer Service and Guest Satisfaction.
5. Team Leadership and Training.
6. Event Management and Venue Operations
7. Customer Engagement and Satisfaction.

RECREATION MANAGER
Yasmine Beach Hammamet 4* - Tunisia

2011- 2014

A proficient Recreation Manager integral to a hotel resort, overseeing all recreation activities and entertainment programs. Responsible for planning, scheduling, and ensuring maximum guest satisfaction through engaging and enjoyable experiences.

RECREATION SUPERVISOR
Caribbean World Djerba 4* - Tunisia

2009 - 2011

An adept Recreation Supervisor contributing to a hotel resort's success by overseeing diverse recreation activities and entertainment programs. Efficiently managing plans, schedules, and ensuring guests' maximum satisfaction with engaging leisure experiences