



CONTACT ME

- +971 54 506 6378
- kotaiba92f@gmail.com
- Dubai, UAE
- linkedin.com/in/kotaiba-abo-fakher-697436187

EDUCATION

- Bachelor of Law, Syria

SKILLS

- Opera System
- Micros
- Microsoft office, excel, word and outlook mail
- Clear communication languages skills, speaking, listening, reading and writing
- Ability to work effectively under pressure
- Ability to make progress on multiple assignments under time constraints
- Strong organizational and time management skills
- Always having a professional attitude
- Well-presented and have friendly manner

LANGUAGE

- Arabic (native)
- English (fluent)

KOTAIBA ABO FAKHER

FRONT OFFICE SUPERVISOR · DUTY MANAGER – NIGHT MANAGER

WORK EXPERIENCE

Front Office Supervisor

March 2025 – Present

Cheval Maison Expo City Dubai (Cheval Collection) · 151 Serviced Residences

- Part of the pre-opening team, preparing the Front Office checklists, SOPs and shift handover before the first arrivals in March 2025.
- Supervise the daily shift across 151 serviced apartments, arrivals and departures for short stays and residents staying for months.
- Proper blocking of VIPs, long stay apartments and special requests, and follow up with housekeeping and concierge on arrival day.
- Handle guest complaints and escalations at the desk and follow the case until it is closed and the guest is satisfied.
- Check folios, deposits and billing instructions for long stay and company accounts before checkout.
- Enroll guests in GHA DISCOVERY, recognition of members and applying their benefits during the stay.
- Named by guests in Tripadvisor reviews of the hotel for smooth and professional check in and check out.

Front Office Supervisor – Acting Duty Manager / Night Manager

December 2023 – April 2025

Mercure Hotel & Apartments Barsha Heights, Dubai · 1015 Rooms

- Supervise proper blocking of VIPs and special requests.
- Follow up initial training, general performance and continuous training of Front Office staff.
- Handle all daily matters related to FO operation with or in absence of DM.
- Give FO staff instructions, guidance and support on regular basis.
- Assure proper integration of trainees onto the system.
- Ensure that selling opportunities at the Front Desk are optimized to increase occupancy and revenue.
- Knowledge of the pickup and drop off of the day by checking the traffic sheet on a daily basis and follow up with concierge to ensure execution of requests.
- Check, supervise and support that the FO filing is done promptly.
- Attends all the meetings requested by the FOM and provide updates on all ongoing activities/functions in the hotel.
- Do the Night Run from the Opera system and run the Micros after tallying the CC transactions and checks received from restaurant outlets.
- Prepare the Hotel Daily Sales Report using the Manager Flash, Trial Balance & Reservation Statistics.
- Check all the paymaster account open during the day before night audit and verify the supporting document.

Front Desk Manager – Duty Manager

July 2021 – November 2022

Odessa Hotel, Dubai

- Tending to guests' complaints and questions and providing exceptional customer service.
- Managing budgets, records, and contracts.
- Supervising staff and all front desk activities including bookings, appointments, phone calls, and emails.
- Conducting performance reviews with the front desk staff.
- Generating reports and feedback for presentation to the general manager.
- Defining and implementing front desk objectives and procedures.
- Scheduling and distributing tasks to team members.
- Ensure company's policies and security requirements are met.
- Responsible for the running of the front desk.
- Ensure that all accounting and auditing practices are in line with company policies, governmental requirements and check audits and registration cards before sending them to accounts.
- Actively elicit guest feedback and preferences, regarding hotel services and ensure action is initiated on the same to maximize guest satisfaction.

ABOUT ME

Strong analytical, logical, interpersonal and presentation skill.

An organizer, forward planner, confident, outgoing communicator and familiar to working with varying cultures in diverse countries worldwide.

Well-mannered, knowledgeable, service minded.

Front Office Supervisor – Acting Duty Manager

March 2020 – November 2020

Royal Beach Hotel & Resort, Al Fujairah

- Ensures Outstanding customer care at all times.
- Supervises daily shift process ensuring all team members adhere to standard operating procedures and are friendly and attentive to guest needs and service.
- Allocates rooms to expected arrivals after checking the guests preferences and special requests.
- Takes responsibility in the absence of the Duty Manager/Front office Manager.
- Train, direct the work of, resolve issues/problems, and coach and counsel the front desk team members to ensure a quality operation.
- Resolve customer issues, complaints, and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service.
- Controls cash transactions at the front desk and maintains complete responsibility for personal bank as specified by hotel bank agreement policy.
- Cross Check all billing instructions are correctly updated.
- Monitor and report on revenue and cash flow.
- Meet regularly with upper management to stay informed on company issues.

Shift Team Leader – Acting Night Manager

October 2018 – March 2020

Arabian Courtyard Hotel and Spa, Dubai

- Receive guests in a professional and friendly manner, satisfying guest expectations from arrival through to departure.
- Maintain effective communication with all related departments to ensure smooth service delivery.
- Maintain good working relationship with all Front Office employees with particular emphasis on Guest Service Agents and Guest Relations.
- Supervise all Front Desk employees ensuring guests are taken care of in a professional and friendly manner.
- Maintain an up to date knowledge of hotel and local services and supply information and respond to guest queries.
- Deal swiftly, efficiently and sensitively to guest complaints and follows through.
- Schedule employee shifts and assign duties.
- Check cash drawers and prepare bank deposits.
- Ensure that all registration cards are checked and initialed before filing into the folio rack.
- Prepare the competition analysis report, forecast for the week and distribute all the necessary reports to all concerned.

Front Office Agent

June 2016 – October 2018

St. George Hotel, Dubai

- Check Guests In Upon Arrival.
- Welcome, greet and appreciate guests.
- Address guest's needs and resolve their concerns and complaints.
- Collect guest information, including contact details and dates of their stay.
- Managing online and phone reservations.
- Provide information about our hotel, available rooms, rates and amenities.
- Upsell additional facilities and services, when appropriate.
- Maintain updated records of bookings and payments.
- Liaise with our housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs.