# Abdel Rahman Mohammad Abdul Ze Bakheet

Hotel Supervisor | Customer Service | Receptionist

📍 Al Barsha, Dubai  
📞 +971 58 544 2279  
📧 Aboobakheet2000@gmail.com

## Professional Summary

Dedicated hotel supervisor with over seven years of experience in the hospitality industry, specializing in front desk operations, housekeeping management, customer service, and restaurant services. Skilled in managing hotel staff, assisting tourists, and ensuring a seamless guest experience. Hands-on experience in supervising hotel operations, training employees, and resolving guest concerns efficiently. Also experienced in restaurant operations, having worked as an assistant chef for three months. Fluent in Arabic and English, ensuring excellent communication with international guests.

## Work Experience

### Hotel Supervisor | Receptionist | Customer Service

Al Haramain Hotel, Amman, Jordan | 2019 – 2024

- Managed front desk operations, including guest check-ins, check-outs, and reservations.  
- Supervised hotel staff, including housekeeping and front desk teams, ensuring smooth daily operations.  
- Provided exceptional customer service, assisting both Arab and international tourists with their needs.  
- Resolved guest complaints efficiently and ensured a high-quality hospitality experience.  
- Trained new employees in customer service, front desk operations, and housekeeping coordination.  
- Coordinated with the housekeeping department to maintain cleanliness and hotel standards.  
- Assisted in restaurant operations, ensuring guests received top-tier service.

### Housekeeping Attendant

Tawhid Hotel, Amman, Jordan | 2017 – 2019

- Maintained cleanliness of guest rooms and common areas according to 4-star hotel standards.  
- Assisted guests with special housekeeping requests, ensuring their comfort.  
- Collaborated with the reception team to improve guest satisfaction.  
- Ensured high levels of hygiene, organization, and efficiency in hotel rooms.

### Assistant Chef (Part-time, 3 months)

Restaurant (Name if applicable), Amman, Jordan

- Assisted head chef in food preparation and kitchen operations.  
- Ensured hygiene and cleanliness standards in food handling.  
- Worked closely with the service team to provide a smooth dining experience for customers.

## Skills

✅ Hotel supervision and staff management  
✅ Front desk and housekeeping coordination  
✅ Customer service and conflict resolution  
✅ Guest assistance and tourism support  
✅ Restaurant and food service experience  
✅ Fluent in Arabic and English

## Education

High School Diploma

Jordan | Year of Graduation

## Languages

- Arabic (Fluent)  
- English (Fluent)