



Anas Obeidat

A dedicated hospitality professional with over seven years of experience in front ...

Saudi Arabia



Sea Service Profile 6,624 hrs

▶ GSA, 6624 hrs on Passenger Ships, under the flag of Malta.

Skills

- Elementary First Aid
- Auditing&Reporting
- Cultural Awareness
- Front Office Management
- Staff Training&Development
- Interdepartmental Coordination
- Opening Experience
- Operational Efficiency
- Hospitality Systems Expertise
- Crisis Management
- Crowd Management
- Conflict Resolution
- VIP Guest Services
- Team Leadership
- editor
- Maritime First Aid
- Basic First Aid Training
- Customer Service Excellence
- Office Administration

Maritime Skills

- Passenger Ships

Work Experience

Jun 2023 - Jul 2024

● — Amman Paradise Hotel

Profile Info

-  Current Position
GSA
-  Job Category
Catering Department
-  Experience
8 Year
-  Current Salary
-
-  Qualification
Bachelor's Degree

Personal Info

-  Email
anas.obeidat2023@hotmail.com
-  Phone
781114879
-  Gender
Male
-  Marital Status
Married
-  Address
-

Languages

- English: Advanced
- Arabic: Native

Assistant Front Desk Manager

Played a key role in the hotel’ s opening, establishing front office operations and implementing workflows. Supervised and mentored front desk staff, ensuring high performance and adherence to hotel policies. GuestRelationsManagement: ensure satisfaction and loyalty. Handled guest complaints and inquiries with professionalism to Managed daily front desk operations, including check-ins, check-outs, and room allocations, to optimize workflows. Organized and conducted regular training sessions to elevate service standards and team skills. HotelOpening: TeamLeadership: OperationalEfficiency: StaffTraining: Interdepartmental Coordination: Coordinated departments to ensure smooth guest experiences. with housekeeping, maintenance,

Apr 2022 - May 2023

● — **Sanrock Hotel**

Receptionist and Night Auditor

▯ NightlyAudits: ▯ GuestServices: ▯ ReportingandDocumentation: for management review. ▯ SystemMonitoring: ▯ SafetyandSecurity: property safety. ProblemSolving: o per at i on s. ▯ Performed financial reconciliations, ensuring accurate revenue tracking and end-of-day processes. Assisted guests with late check-ins, early check-outs, and addressed concerns promptly to maintain satisfaction. Generated and submitted detailed financial and operational reports Ensured the proper functioning of all property management systems and backups during night shifts. Monitored security protocols during overnight operations, ensuring guest and Managed unexpected challenges efficiently, maintaining seamless overnight

May 2021 - Apr 2022

● — **Gerasa Hotel**

Hotel Front Office Shift Supervisor

ShiftSupervision: operations. ReservationsManagement: StaffCoordination: TrainingandCoaching: ConflictResolution: PerformanceMonitoring: Oversaw front office staff during assigned shifts, ensuring efficient and effective Handled room bookings, guest preferences, and optimized reservation systems to enhance guest experiences. Conducted daily briefings to align staff efforts with operational goals and guest satisfaction objectives. Trained new hires on hotel standards, property management systems, and customer service protocols. Addressed guest complaints and operational issues, ensuring prompt and satisfactory resolutions. Monitored employee performance, providing feedback and recognizing outstanding achievements.

Nov 2018 - Nov 2019

● — **Grand Millennium Hotel**

Guest Service Officer

VIPServices: Concierge Support: GuestSatisfaction: service. Delivered tailored services to VIP guests, ensuring exceptional experiences and maintaining privacy. Assisted guests with travel arrangements, local recommendations, and booking services. Achieved high guest satisfaction ratings through professional and courteous

Oct 2024 - currently

● — Aroya cruises

VIP Service And guest service Agent

Contributed to the opening of the cruise line, setting up VIP guest services and operational protocols. Delivered exceptional satisfaction and privacy. Cruise Line Opening: VIP Guest Services:

Education

2029

● — Bachelor's degree - BA

university of the people

2024

● — Vocational qualification - hospitality

International Butler Academy - Germany

2004

● — Secondary education - office mangment

Sight and sound

Certification

2025 to to 2030

● — Train the Trainer course outbreak prevention & response (OPRP)

🏛 Columbia Ship Management , Germany

2025 to to 2035

● — Public Health

🏛 Columbia Ship Management , Germany

2025 to to 2030

● — Public Health

🏛 Columbia Ship Management , Germany

2025 to to 2035

● — Performance appraisal training (appraisee)

🏛 Columbia Ship Management , Germany

2025 to to 2035

● — Performance appraisal training (appraisee)

 **Columbia Ship Management , Germany**

2025 to to 2030

 — **Port State control & vetting rating**

 **Columbia Ship Management , Germany**

2025 to to 2035

 — **Port state control (officers)**

 **Columbia Ship Management , Germany**

2024 to to 2034

 — **STCW Crowd Management**

 **Columbia Ship Management , Germany**

2024 to to 2034

 — **STCW Security Awareness**

 **Columbia Ship Management , Germany**

2024 to to 2026

 — **Medical Certificate**

 **Jordan Maritime Commission , Jordan**

623/2024

2024 to to 2029

 — **Personal Safety and Social Responsibilities**

 **Jordan Academy for Maritime Studies , Jordan**

PSSR/0019377/2024

2024 to to 2029

 — **Proficiency in Security Awareness for Seafarers with Designated Duties**

 **Jordan Academy for Maritime Studies , Jordan**

SSAW/0007770/2024

2024 to to 2029

 — **Fire Prevention&Fire Fighting**

 **Jordan Academy for Maritime Studies , Jordan**

FF/0010929/2024

2024 to to 2029

 — **Proficiency in Personal Survival Techniques**

 **Jordan Academy for Maritime Studies , Jordan**

EFA/0019093/2024

to

 — **Elementary First Aid**

 **Jordan Academy for Maritime Studies , Jordan**

