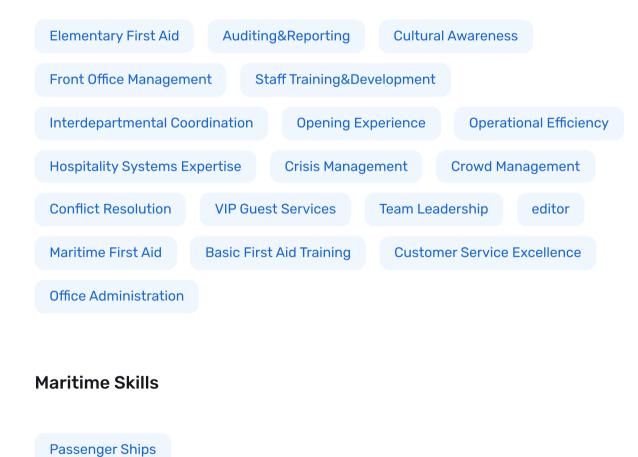


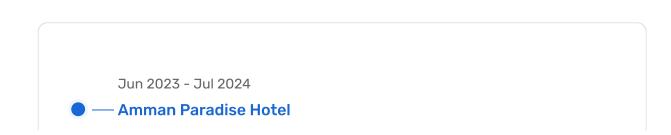
Sea Service Profile 6,624 hrs

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

Skills



Work Experience



Profile Info Current Position GSA Job Category Catering Department Experience 8 Year **Current Salary** Qualification Bachelor's Degree **Personal Info** Email @ anas.obeidat2023@hot mail.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, checkouts, 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)

1 Columbia Ship Management, Germany

2025 to to 2035

Public Health

2025 to to 2030

Public Health

血 Columbia Ship Management , Germany

2025 to to 2035

Performance appraisal training (appraisee)

⚠ Columbia Ship Management , Germany

2025 to to 2035

Performance appraisal training (appraisee)

1 Columbia Ship Management, Germany 2025 to to 2030 — Port State control & vetting rating **<u>a</u>** Columbia Ship Management, Germany 2025 to to 2035 Port state control (officers) **1** Columbia Ship Management , Germany 2024 to to 2034 — STCW Crowd Management **<u>a</u>** Columbia Ship Management , Germany 2024 to to 2034 — STCW Security Awareness **<u>a</u>** Columbia Ship Management , Germany 2024 to to 2026 Medical Certificate **1** ■ 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 **1** □ Jordan Academy for Maritime Studies , Jordan FF/0010929/2024

2024 to to 2029

Proficiency in Personal Survival Techniques

1 ■ Jordan Academy for Maritime Studies , Jordan

EFA/0019093/2024

to

Elementary First Aid

1 ■ Jordan Academy for Maritime Studies , Jordan