



SEIF FARID SALUM

GUEST EXPERIENCE SUPERVISOR

farialseif@gmail.com

+255659515386

Kisauni, Zanzibar, Tanzania

I am eager to learn more and interested in challenging opportunities for seniors professionalism development.

WORK EXPERIENCE

GUEST EXPERIENCE SUPERVISOR. DORCHESTER COLLECTION -THE LANA HOTEL

11/2023 - Present

DUBAI, UAE.

Tasks

- Ensure operational excellence of the key brand benefits are delivered throughout all touch points in the guest journey. Orchestrates and elevates service delivery in order that it fulfills our guests' emotional needs. Support the guest experience division and connects all hotel departments to ensure a flawless guest experience.
- Responsible for the oversight and influence over the guest experience throughout all phases of the guest journey. Ensures all service delivery and operational processes are rooted in Guest Centricity.
- Elevates hotel programs to fulfill the guest emotional needs. Directs and partners with operational leadership to ensure service execution is consistent across all outlets.
- Ensures guest data is captured and brought forward into guest experience touch points.

GUEST EXPERIENCE EXPERT. MARRIOTT RESORT PALM JUMEIRAH

10/2022 - 08/2023

DUBAI, UNITED ARAB EMIRATES.

Achievements/Tasks

- providing a warm welcome and directions to our guests.
- Support the creative planner in setting up plans and to manage in house market mix by creating proper concepts and experiences for the guest
- I was to maintain a long term and detailed view of our guests to enable us to truly know and understand them. Provides key stakeholders clues to create real connections. Turns insights into experiences.

CUSTOMER SERVICE EMIRATES AIRPORT SERVICES.

08/2019 - 08/2022

DUBAI, UNITED ARAB EMIRATES.

Achievements/Tasks

- Empowered to get to know our guests and ensure to take the necessary steps to personalize their experience stays and make lifelong memories for them and regular guest

EDUCATION

BACHELOR DEGREE OF INTERNATIONAL RELATIONS AND DIPLOMACY. CENTER FOR FOREIGN RELATIONS.

10/2015 - 08/2018

DAR ES SALAAM, TANZANIA

SKILLS

Exceptional level service

Excellent Communication

Team work

Confident

Riseilient

Empathy

CERTIFICATION AND AWARDS

International Computer driving license.

Fraud risk Awareness

Team collaboration and crew coordination

Safety and emergency regulation

Customer service excellence training

Office and Information Security Awareness

Fire Safety and Extinguisher Awareness

Aviation Security Threat Receipt

Cybersecurity Awareness

Data Protection and Privacy Awareness

IATA - Airline Leading Practices

Code of Ethics

Hazard Awareness and Reporting

General Security Awareness Training

Environmental Sustainability Awareness

Nexus training course

LANGUAGES , HEIGHT , WEIGHT AND SWIMMING.

ENGLISH LANGUAGE

Full Professional Proficiency

SWAHILI LANGUAGE

Full Professional Proficiency

HEIGHT 188CM.

Full Professional Proficiency

WEIGHT 78kgs

Full Professional Proficiency

SWIMMING ABILITIES

Excellent

Full Professional Proficiency

INTERESTS

F&B MANAGER

F&B ADMIN