



Achraf (Guest Relation)

Professional experiences

Commercial Director Assistant (January 2023 – Present) – Sentido Phenicia Hotel - Hammamet

Collaborated closely with the commercial director to devise and implement strategies aimed at enhancing revenue generation and guest satisfaction.

Assisted in developing marketing campaigns and promotional activities to drive business growth and brand visibility.

Conducted market research to identify emerging trends and opportunities for business expansion

Guest Relation (January 2022 – December 2022) – Sentido Phenicia Hotel - Hammamet

Delivered personalized service to hotel guests, ensuring their needs and preferences were met to guarantee a memorable stay.

Handled guest inquiries, requests, and complaints promptly and efficiently, resolving issues to maintain high levels of satisfaction.

Facilitated smooth communication between guests and various hotel departments to ensure seamless service delivery

Travel Agent (January 2021 – December 2021) – Sentido Phenicia Hotel - Hammamet

Provided comprehensive assistance to clients in planning and booking travel arrangements, including flights, accommodations, and activities.

Offered expert advice on destination options, travel itineraries, and relevant travel documentation, ensuring a smooth and enjoyable travel experience for clients.

Managed bookings, reservations, and cancellations efficiently, maintaining accurate records and documentation

Trainings and Diplomas

2020 – BTP Management IT

IMSET - Nabeul

Languages

French : Fluent

English : Fluent