



HAMZA FERRICH

FRONT OFFICE OPERATIONS

CONTACT

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Email Address:

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Address:

Lusal, Malibu residence

SOFT SKILLS

- Effective Communication
- Leadership
- Problem Solving
- Emotional Intelligence
- Flexibility
- Professionalism
- Time Management
- Teamwork
- Patience and Composure

TECH SKILLS

- PMS Knowledge (Opera, IDS ..)
- Guest Complaint Handling
- Report & Logbook
- Shift Scheduling
- Check-in/Check-out
- Hotel Policy & SOP Knowledge
- Microsoft Office (Excel, Word)

LANGUAGES

- Arabic
- English (Fluent)
- French (Fluent)

PROFILE

Experienced and dedicated Front Office Supervisor with strong leadership, communication, and customer service skills. Proven ability to manage front desk operations, handle guest concerns efficiently, and lead a team in delivering exceptional hospitality. Skilled in PMS systems, staff training, and maintaining high service standards in fast-paced hotel environments. Committed to creating memorable guest experiences and fostering a positive work culture.

EDUCATION

Bachelor Degree Of Science Humanin 2023

Abi salem el ayachi, High school, Morocco

GPA: 3.8 / 4.0

Bachelor's degree, Counseling Psychology

University Sidi mohamed ibno abdillah, Morocco

Qatar Hospitality Certificates 2023-2025

The Avenue Hotel Certificate

La villa Group of hotels Certificate

REFERENCES

Mr haseeb Rasheed

Reservations & revenue Manager, The avenue hotel

Phone: +974 5000 7494

Email: Haseeb.rasheed@Hotmail.com

Mr Mohammed Frahat

General Manager At la villa hospitality

Phone: +974 6631 0625

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WORK EXPERIENCE

Front Office Supervisor

Movenpick hotel by Accor, Doha | April 2025- Present

- Supervise daily front desk operations, ensuring smooth check-in/out process.
- Lead and train a team of front desk agents, bellmen, and concierge staff.
- Handle guest complaints and special requests professionally.
- Coordinate with housekeeping and other departments to meet guest needs.
- Prepare daily reports, shift handovers, and manage room inventory using PMS (e.g., Opera).
- Ensure compliance with hotel standards, policies, and safety protocols.

Night Shift Supervisor - Front Office

The avenue Hotel, Doha | Oct 2024 - March 2025

- Oversaw all front desk operations during night hours to ensure a smooth overnight shift.
- Handled late check-ins, early check-outs, and VIP arrivals with professionalism.
- Resolved guest issues and emergencies promptly, ensuring guest safety and satisfaction.
- Prepared night audit reports and reconciled daily transactions using PMS (e.g., Opera).
- Coordinated with security, housekeeping, and maintenance for overnight needs.
- Ensured accurate handover to morning shift with detailed shift reports and updates.
- Monitored lobby activity and maintained a calm and welcoming environment over

Front Office Agent & Night Audit

La villa group of hotels , Doha | Aug 2023 - OCT 2024

- Welcomed and assisted guests at check-in and check-out
- Handled room bookings, cancellations, and guest inquiries
- Managed phone calls and email correspondence
- Performed night audits, daily closing, and financial reporting
- Ensured guest satisfaction and resolved issues professionally
- Monitored hotel security during night shifts
- Filed documents and performed administrative duties
- Greeted guests and answered general inquiries

Front desk Agent

Barcelo Hotel , Doha | March 2020 - July 2023

- Checked in/out guests professionally and efficiently
- Managed room reservations via phone, email, and online platforms
- Handled cash and credit card payments
- Assisted guests with city information, transport, and special requests
- Responded to complaints calmly and provided solutions
- Updated guest records and ensured accurate data entry in Opera