

# MEHDI AMEUR



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Age: 26

## PROFESSIONAL SUMMARY

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Hospitality Professional with experience in luxury hospitality, sales& marketing, digital marketing, F&B Management Public Relations and Events.

## EDUCATION

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### IE BUSINESS SCHOOL

*Master In Management MIM*

Sales & Marketing Specialization

**MADRID, SPAIN**

FEB. 2019 – JAN.2020

### VATEL HOTEL & TOURISM BUSINESS SCHOOL

*Bachelor in Tourism and Hospitality Management*

**MADRID, SPAIN**

OCT. 2014 – NOV2017

## PROFESSIONAL EXPERIENCE

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### HOTEL AC MADRID FERIA

*Front Office Internship*

- Customer service
- Process of Check-in and Check-out
- Reservations Management

**MADRID, SPAIN**

NOV2014 – JAN2015

### THE RITZ-CARLTON HOTEL COMPANY

*Rooms Division internship*

*Guest Services Dept. / Recreation Dept.*

**TENERIFE, SPAIN**

MAY. 2015–SEPT2015

- Welcoming and assisting guests. Transportation of guests across the resort and operational delivery and retrieve of guest's luggage.
- Handling incidents and reporting feedback in a timely manner.
- Coaching and training new members of the team according to the company's standards.
- Striving continually to improve guest's satisfaction. Developing and maintaining positive working relationships with others, supporting the team to reach common goals.
- Designing new leisure activities for our guests according to a specific budget.

### KABUKI WELLINGTON

*Food & Beverage internship*

**MADRID, SPAIN**

OCT. 2015–DEC.2015

- Learning the fundamental processes of a Michelin star cuisine, customer service and attention to detail.
- 3 months internship as assistant cook and waiter

**THE RITZ-CARLTON HOTEL COMPANY****SINTRA, PORTUGAL***Food & Beverage Internship*

JUN. 2016–OCT. 2016.

- Responsibilities for all food and beverage service within a ninety covers restaurant and Lobby Bar. Basic knowledge of mixology, spirits and cocktails
- Conducting weekly and monthly inventories
- Training and supervising new members of the team.

**HOTEL COTTON HOUSE BY MARRIOTT****BARCELONA, SPAIN***Management Training F&B Supervisor*

MAY. 2017–OCT. 2017.

Managing day to day operation and assisting the F&B director in this very special restaurant that also works as Room Service, Lobby Bar, Banqueting-Events.

- Supervising daily shift operations and ensuring performance expectations are met.
- Striving continually to improve and exceed restaurant's budget.
- Monitoring and motivating employees to give the highest quality of service.
- Training new members of the team and assisting management in hiring monitoring and evaluating.
- Ensuring employee's standards of appearance cleanness and uniforms are met. Carry out all employees' duties if necessary.
- Managing guest complaints and doing a follow up to ensure guest satisfaction.
- Making sure that the quality of service and food meets the highest levels of expectations.
- Participating in department meetings and professional trainings.

**Riad El Amine Fès****Fès, Morocco***Executive Manager*

DEC. 2017–JAN. 2019. JAN. 2020– Present

- Supervising daily shift operations and ensuring performance expectations are met.
- Recruiting, Training and supervising staff.
- Working on setting up connectivity with major OTAs (Booking, Expedia...) and Bedbanks (GTA, Hotelbeds, Hotusa...)
- Analyzing data, optimization of inventory & pricing on a daily basis (Compt-Set, Market Trends, Calendar... )
- Implementation of pricing strategies and promotional campaigns to increase market share and RevPar.
- Sales Campaigns through Social Media.
- Increased Occupation by 35% and revenue by more than 60%
- Assisting to national and international tourism fairs and exhibitions to present the company's product and find new business opportunities.
- Identifying new potential local markets and setting collaboration contracts.
- Community Management: Management of Social Media Platforms
- Digitization of the company operations:
  - Implementation of a Property Management System (PMS), Channel Manager and a Point Of Sale (POS).
  - Design and creation of a new website driving more direct sales.

**LANGUAGES**


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**English** (Fluent); **Spanish** (Native); **French** (Native) **Arabic** (Native) **Portuguese** (Full Professional efficiency) Italian (Basic knowledge)

**OTHER INTERESTING INFORMATION**

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- Best Trainee Award 2015 Vatel Madrid
  - Best Trainee Award 2016. Vatel Madrid
  - Greatest Internship Accomplishment Promotion 2017 Vatel Madrid