



Rasha El Diwany

Personal Data:

Date of Birth : 22/11/1984

Sex : Female

Position : Floors manager &  
Customer care manager /Guest Relation  
Manager/ Duty Manager/Marketing manager /  
operations manager / insurance personal and  
company's supervisor and auditors

E-Mail : [rasha.eldiwany@yahoo.com](mailto:rasha.eldiwany@yahoo.com)

Phone Number : 00968 94474567

P.O. BOX 644, MUSCAT, POST CODE 100, SULTANATE  
OF OMAN

EMAIL [rasha.eldiwanyy@yahoo.com](mailto:rasha.eldiwanyy@yahoo.com)

May 2008 – 2020 SHANGRI-LA'S BARR AL JISSAH  
RESORT & SPA

Service Leader – Guest Relations manager / Duty  
manager/ Reservation manager

PROFESSIONAL EXPERIENCE for 14 Years

- Provides Guest Services and directly supervises a team of 45 Guest Relations Officers
- Ensures that quality standards are consistently met by regularly reviewing policies and procedures
- Checks that manning is sufficient based on forecasted occupancy
- Carries out performance review on a regular basis and analyze areas of improvement.
- Establishes customer contact on a daily basis to ensure guest satisfaction
- Drives the Upsell Incentive Programmed.
- Encourages Customer Delight by being an example in ensuring guest satisfaction in every interaction
- Monitors VIP arrivals and departures to

ensure welcome and send-off is done

- Reviews daily arrivals and departures
- Manages lobby positioning and that the area is well maintained and clean
- Ensures seamless check in and check out and that In-room check in are done for guest arriving via hotel limousine
- Actively gathers guest feedback to find out if guest expectations are met (Guest Relations)
- Coordinate with other relevant departments regarding guests needs/requirements (Guest Relations)
- Always up to date with hotel functions and local events in order to provide accurate information to guests (Guest Relations)
- Actions immediately on any guest preferences (Guest Relations)
- Escorts guests to the room and provides information on the facilities available (Guest Relations)
- Assists guests with faxes, emails, local & international calls, posting of mail, sending packages and other secretarial services (Business Centre)
- Helps guests in booking and re-confirming flights whenever necessary (Business Centre)
- Ensures that all calls for guests are handled according to hotel standards (Guest Service Centre)

- Coordinates with the relevant departments all requests received via telephone (Guest Service Centre)
- Make a follow up if guest requirements have been completed (Guest Service Centre)
- Assists guests in making calls local or overseas (Guest Service Centre)
- Handles wake up calls and ensure implementation according to standard (Guest Service Centre)
- Ensures that all faxes are delivered according to set standards to guestrooms (Guest Service Centre)
- Keeps abreast of local happenings, knowledgeable of local places of interest and hotel functions to provide correct information at all times (Guest Service Centre)

Professional Experience: - at al Maqaam  
Manpower and construction LLC  
December 2020 Present as Operation Manager  
and Marketing manager.

- Contracting all the deals with the companies and the government.
- Cost control and goal plan for the half ear a head.

- Managing all the team and assist them in their achievement.
- Coordinating with other department in all customer deals.
- Contacting with all the embassy's and writing all the projects plan .

## PROFESSIONAL EXPERIENCE for 4 Year

Jun 2020 – Present at al Hayat international Hospital  
as Service Manager /Floors Manager/ Training  
Manager /Customer care manager.

Nov 2023- Present in Burjeel Holding  
Hospital as Hospitality Operations Manager.

- Looking after 35 team arranging their duty roster, and training.
- Write all the protocols of work related in different department.
- In charge of all security team and ambulance calls.
- In charge of shifting the patient from country to other.
- Fitting all the duties between the doctors and arrange the clinics ahead.
- All compliance related solving and writes the root cause analyses.
- Working hand to hand with marketing in order arranging the packages and meet and greet their top VIPs.

- Provides Patient full care starting from the main door to the discharge.
- Care of all insurance for interlay hospitals clinics personal and companies
- Working to all corporate companies.
- Care for the interlay IP floor and make sure all admission and the discharged fully cared and comfort stay.
- Retrain all team (Grooming stander) make sure all team are groomed and well present.
- Motivate all the creativity of the team and support them to achieve their goals.
- Set all front office training calendar according to operations required.
- Feedback patient and follow up all positive and negative points changed to way of improvement.
- Achievement place of the team and increase revenue front office (package and offers).
- Meet and greet and patient and farewell them with good experience.
- Working of room improvement (Bath amenities & Fruits amenities).
- Managing PCR team and follow up all patients requires).
- Set monthly achievement and half quarter goal.

PROFESSIONAL EXPERIENCE for 2 Year at Burjeel Hospital

- Managing hospital departments: Ensuring that different departments work effectively and coordinate with each other.
- Staffing: Supervising the staffing levels, ensuring there are adequate personnel in key areas. This may involve managing the recruitment, scheduling, and training of staff.
- Process Improvement: Identifying and implementing improvements in hospital processes, such as patient flow, wait times, and overall operational efficiency.
- Quality Control:- Patient safety and care quality: Ensuring that safety protocols are followed, and patient care standards are met. This may involve monitoring patient satisfaction, patient outcomes, and incident reports.
- Technology Management: Hospital systems: Overseeing the implementation and use of hospital management systems (such as Electronic Health Records - EHR), telemedicine tools, and medical

technology.

Innovation: Introducing new technology or systems that improve operations, patient experience, and care delivery.

- Communication and Coordination

- Liaising with senior management: Collaborating with hospital administrators, doctors, nurses, and other stakeholders to improve operations and resolve any issues.

- Patient flow management: Managing patient intake, bed assignments, and discharge processes to avoid bottlenecks and ensure efficient care delivery.

- Skills and Qualities:

Ability to lead and manage a team in a complex, fast-paced environment.

Problem-solving: Quick thinking to address challenges and improve efficiency.

Strong communication skills, Coordinating between various teams and departments.

Knowledge of healthcare laws and regulations

Staying informed on healthcare compliance and industry standards.

Financial acumen Understanding how to manage budgets and financial resources effectively.

## TRAININGS ATTENDED

Shangri-La Care 1,2,3,4

Opera Training

Fire & Life Safety

Supervisor Excellent Training

Up sell Training .

First Aid Training And self-racking.

Staff development training

## ACHIEVEMENTS

Shangri-La 5-year Service Awardee

Customer Delight Diamond Member in 2010 &Gold Member 2017 and

top leader key driver until 2019.

Relaunch Al Husn Hotel 2018 until 2019.

Update SOP team development and years achievement

## EDUCATION

September 2000 – June 2002

- Diploma Two years in Open university of specialty Public Relation 5

Province of Egypt –Kafr El- Sheikh .

- Diploma of two years IT information technology Management.

## LANGUAGES

Arabic and English

