

Mohamed Anis El Euchi



Personal and contact Information:

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Experience Summary:

Dynamic and passionate hospitality professional with excellent interpersonal skills and strong organizational abilities. With several years of experience in prestigious 5-star hotels, I have built solid expertise in guest relations, ensuring seamless check-ins and check-outs, improving guest satisfaction, and maximizing hotel revenue. I excel in leading night teams, implementing effective strategies, and maintaining high service standards to deliver an exceptional hospitality experience.

Work Experience:

- **January 30, 2024 – Today: Night Manager, Hotel Mövenpick Gammarth Tunis Accor chain.**
- Manage guest arrivals and departures during night hours, ensuring a seamless and professional check-in and check-out experience.
- Oversee all nighttime operations to maintain security protocols and uphold the highest standards of service quality.
- Handle any incidents or emergencies promptly and efficiently, minimizing impact on guest experience.
- Represent management during night hours by resolving cross-departmental incidents and personally attending to VIP guests.
- Supervise and coordinate the night team, ensuring effective communication and a smooth transition to the morning shift.
- ❖ **June 01, 2022 – January 29, 2024: Receptionist, Hotel Mövenpick Gammarth Tunis Accor chain.**
- Support and replace the Night Manager, ensuring smooth overnight hotel operations.
- Perform accounting tasks to accurately close out the hotel's business day.
- Handle guest complaints efficiently and politely, ensuring quick resolution and guest satisfaction.
- Prepare and present final bills to guest upon departure, manage foreign currency exchange according to the daily exchange rates.
- Escorted VIP guests, offering personalized assistance and detailed service information.
- Ensure all resident comfort standards and policies of Accor are consistently followed.

Night Manager | Front Office Specialist

❖ **November 01, 2019 – May 31, 2022: Receptionist, Hotel Laico Tunis SPA & Conference Centre**

- Manage guest check-in and check-out processes, ensuring a seamless and welcoming experience.
- Facilitate guest's stays by providing necessary information and assistance throughout their visit.
- Coordinate room reservations and monitor room occupancy to optimize accommodation availability.
- Handle day-to-day accounting tasks, including invoicing for services, processing receipt, and controlling deferred payments.
- Maintain effective communication and coordination with other hotels department to ensure smooth operations.
- Respond promptly to guest requests and inquiries to guarantee satisfaction.

Internship at Laico Tunis Hotel SPA & Conference Centre:

1st passage of internship from 02 October 2018 to 30 November 2018

2nd passage of internship from 11 March 2019 to 29 April 2019

Main Tasks: Accommodation management, Reception duties, Catering coordination, Commercial activities.

-Gained hands-on experience in customer service and hotel operations.

Education:

- 2017-2019: Diploma in sales of tourist products, Travel agencies & Hotel
- 2017: Bachelor's degree in economics, Farhat Hached Technical High School – Rades

Licenses and certifications:

- **August 2025 : ALL Stars Platform – ENA – EN (Accor Academy)**
- **August 2025 : DATA Web - GLOBAL – EN (Accor)**
- **August 2025 : RESA Web – GLOBAL – EN (Accor)**
- **August 2025 : SOP Front Desk ibis – GLOBAL – MULTI (Accor)**
- **March 2025 : (2023) GDPR/PDP – Privacy and Data Protection – GLOBAL – MULTI (Accor)**
- **January 2024 : PCI DSS eMODULE (Accor)**
- **OCTOGO : Neuro – Leadership and Self-Awareness (02-05-2024 to 04-05-2024)**

Skills:

Hotel Systems: Opera Cloud 9, Opera 5, Opera V22, Hotix, Amadeus, Hotel link, Resa Web & TrustYou.

Microsoft Office: Excel, Power point, Word, Outlook.

Financial Reporting & Night Audits

Guest Relation & Complaint Resolution

Night Manager | Front Office Specialist

Team Leadership & Emergency Situations Management

Languages:

Arabic: Mother tongue

English: Fluent

French: Fluent

German: Beginner