



Rami Muneer Mahmoud

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#	Class	Specialization	University	Graduation Year	GPA	Rating
1-	Bachelor	Tourism and Hotels Management	Irbid National University	2006	88.2	Excellent
2-	Master Degree	Tourism Management	Yarmouk University	2008	89.2	Excellent

Languages and computer skills				Programs booking airline tickets and hotels	
#	WRITING	READING	CONVERSATION		
Arabic	Fluent	Fluent	Fluent	Amadeus	Destination of the world
English	Fluent	Fluent	v.good	World span	Gulliver's
Microsoft office	Excellent			Galileo	Unique choice
Internet	Excellent				Opera

Puplication:

1- Evaluation of Practical Courses from the Perspective of Students of Faculty of Tourism and Hospitality in the University of Jordan, Aqaba Branch, *Journal of Management Research*, ISSN 1941-899X2014, Vol. 6, No. 2

2- The Arab Spring impacts on the Jordanian Hotels sector, *International Journal of Humanities and Social Science*, Vol. 5 No. 4.

3- Examining the effect of high seasonality on front line employees: A case study of five star hotels in aqaba, *European Scientific Journal*, ISSN: 1857 – 7881, Vol.11, No.32.

4-Using Financial Analysis Methods in the Hotel Sector for the Purposes of Planning and Monitoring Case Study Al Zaitonia Hotel, *International Journal of Economics and Financial Issues*, ISSN: 2146-4138 Vol 7 ,Issue 4 (2017) 162-173.

5-The Impact of Menus on the Customer Satisfaction in Restaurants Classified in Aqaba Special Economic Zone Authority (ASEZA), *Journal of Tourism, Hospitality and Sports*, Vol.33, 2018, ISSN (Paper) 2312-5187 ISSN (Online) 2312-5179.

6-The Use of Information Systems in Aqaba Hotels: An Integration of TAM with Task Technology Fit and Self-Efficacy, *Journal of Tourism, Hospitality and Sports*, Vol.34, 2018, ISSN (Paper) 2312-5187 ISSN (Online) 2312-5179.

Experience:

1- Coordinator of Concerts and Conferences:

Jordan / Hyatt Irbid (1/8/2006 to 20/8/2009)

Nature of the work:

- 1- Making a booking for various concerts and conferences.
- 2- Supervision of staff and workers in the Department of concerts and conferences and follow-up processing halls and coordination.
- 3- Coordination of external private and governmental parties.

2- A teacher of hotels management:

The Ministry of Education (2007/2008)

I teach the following articles:

- 1- The principles of the preparation of food and beverage.
- 2- Front offices management.

3- Lecturer for hotels management:

Jordan / Toledo College for the Hotel and Tourism Education (2009/2010)

I teach the following articles:

- 1- Food production, servicing and quality assurance of two parts practical and theoretical.
- 2- Tourism and hotels marketing.
- 3- Travel agencies management.

4- Director of tourism:

K.S.A / Roibek travel and tourism company (1/3/2010 to 1/6/2010)

Nature of work:

- 1- Design and preparation and sale of tourism programs around the world.
- 2- Hotels reservations.
- 3- The issuance and sales of international driving licenses.
- 4- Insurance acceptances of the most famous language institutes in England, U.S.A, Australia and Canada.
- 5- Insurance acceptances of the various undergraduate degrees in various disciplines.

5- Sales and marketing Manager:

K.S.A / Roibek travel and tourism company (1/6/2010 25/8/2011)

Nature of work:

- 1- Promoting and marketing the business.
- 2- Managing budgets and maintaining financial records.
- 3- Supervise the sales of travel products and tour packages.
- 4- Dealing with customer inquiries and aiming to meet their expectations.
- 5- Negotiating agreements, with business partners e.g., overseas travel partners, air lines, hotels,
- 6- Analyze market and re-focusing business plan in response to market changes.

6- Instructor in faculty of tourism and hospitality:

University of Jordan/aqaba campus (19/9/2011 until now)

I teach the following articles:

- 1- Food and beverage management.
- 2- Food productions and preparation 1.
- 3- Global cuisine 1.
- 4- Hotels computers system.
- 5- Food productions and preparation 2.
- 6- Global cuisine 2.
- 7- Beverage preparation.

- 8- Arabic cuisine.
- 9- Planning hotel equipment.
- 10- Planning food and beverage menu.
- 11- Principles of hotels management.
- 12- Culture of hospitality and accommodation.
- 13- Ethics of hospitality.
- 14- HACCP.
- 15- Food and beverage services.
- 16- food and service in western cuisine.
- 17- food and service in asian cuisine.
- 18- resturants management.
- 19- reservations management.
- 20- principels of marketing.

Training courses, exhibitions and conferences				
#	The name of the session	Donor	Period	Place
1	A training course on the role of youth in the promotion and deploy the concepts of human rights in cooperation with the United Nations agencies	The Arab Centre for the preservation of human rights	2004	Al shwna al shamalia
2	The session of the skills of success (Injaz)	Injaz	2005	Irbid national university
3	The session of the English language (6 overall levels)	The Centre for International Tornado in human resources development	2009	Irbid
4	Participation in an exhibition of tourism companies delegate agency roibek for travel and tourism.	Dubai International Exhibition Centre and conferences	2010	Dubai
5	The session of the system of airline tickets (world span)	Stare gate Riyadh	2010	Riyadh
6	The session of the system of airline tickets (Galileo)	Travel port Riyadh	4-6 DEC, 2010	Riyadh
7	The session of the system of airline tickets (Amadeus)	Amadeus Riyadh	12-15 DEC , 2010	Riyadh
8	Training Session on Capacity Building of Quality Improvement in The Education Sector of Tourism and Hotel in Collaboration with George Washington University and the Organization of the (USAID)	USAID	27 – 31 May 2012	Amman

9	Prepared and presented A Training Course in Food safety System. HACCP.	Jordan University	2013	Aqaba
10	Workshop on Educate the Educator “ Tourism and Hospitality Research and Scholarship”	USAID	11-13 may 2014	Amman
11	Academic Staff Development Workshops	Jordan University	11 NOV 2013 – 17 MAY 2014	Aqaba
12	Certificate of attendance international CHRIE annual conference.	ICHRE (International council on hotel, restaurant, and institutional education)	30 July – 1 august 2014	USA
13	Workshop on teaching consortium (career advanced academy.	ICHRE (International council on hotel, restaurant, and institutional education)	30 JULY 2014	USA
14	Certificate of attendance an intensive course in the TOFEL exam and success by getting the 80% mark.	The university of Jordan.	16 November 2014 to 3 January 2015	Aqaba
15	Certificate of attending a course in e-learning	The university of Jordan.	24 February 2016 to 2 march 201	Aqaba
16	Certificate of attendance in a workshop in e-learning	The university of Jordan	10 march 2016	Aqaba
17	Certificate of attending a training workshop in advanced learning outcomes.	The university of Jordan	5 October 2016	Aqaba
18	Certificate of attending a training workshop on the effective use of PowerPoint in education and scientific research	The university of Jordan	9 November 2016	Aqaba

Memberships and Committees:

- 1-Founding member of the Jordanian Association of Tourism Experts.
- 2-Member of the students' union elections.
- 3- Member of the Board of the Department of Food and beverage management.
- 4- Secretary of the Board of the Department of Food and beverage management.
- 5-Member of the Board of the Department of hotels management.
- 6- Volunteers in INJAZ program.
- 7- Member preparing and following up the professional diploma program in tourism and hotel management. In the university of Jordan.

Personal and professional skills:

- 1 - Full knowledge of all things related to the world in ways that serve food, foods safety, food hygiene and personal hygiene.
- 2 - Ability to prepare and process the various dishes of international cuisine, such as the eastern U.S., Mexican, Chinese and Italian.
- 3 - Ability to deal with various hotel management systems and electronic booking, such as (Amadeus - Galileo - World Span - Saber – Gabriel - Fidelio - Opera).
- 4 - The ability to coordinate the processing and preparation of open buffets, as well as facilities for conferences, meetings and seminars.

Other Qualifications and Benefits:

- Self-motivated and able to work independently or with a team and willing to work under pressure.
- Excellent communication and interpersonal skills and planning.
- Hard worker and ability to communicate technical information to non- technical personnel.
- Communication and planning skills.
- Holds a valid Jordanian and Saudi Arabia driver’s license.

Identifiers: upon request