



## Contact

### Phone

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### Email

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## Education

2019 - 2020

### Bachelor's degree in Hotel Industry and Catering

Aazouzia, Accommodation and Reception sector

2017 - 2018

### Azli Institute of Management and Information Technology Infographic

2017

### Baccalaureate Applied Arts, Mohammed V high school.

## Certified tools user

- Microsoft office
- Gold
- Hotsoft
- NovoHIT

## Languages

🇬🇧 English : Fluent

🇸🇦 Arabic : Fluent

🇫🇷 French : Fluent

# Salah MAANAOU

Well organized, solution and result-focused.

Salah MAANAOU, 26 years old, customer-focused and highly organized hospitality and retail professional with strong experience in front desk operations, client service, and sales. Skilled in managing reservations, handling transactions, and providing high-quality service in fast-paced environments. Actively seeking a position as a Waiter or Sales Associate where I can contribute my experience and interpersonal skills to enhance the customer experience.

## Work Experience

### Sales Manager (Branch Head) – Wood Alternative, Doha

March 2024 – May 2025

- Oversaw the organization and presentation of merchandise in the assigned section
- Ensured shelves were fully stocked and aligned with brand standards
- Supported the floor team with customer service and product inquiries
- Assisted in daily inventory checks and stock replenishment
- Coordinated with the store manager for promotional setups and product rotations.

### Receptionist – Le Royal Mirage Hotel, Marrakesh

February 2022 - December 2024

- Welcomed guests and managed check-in/check-out processes
- Coordinated bookings and inquiries (front & back office)
- Used hotel management systems: HotSoft, NovoHIT
- Handled invoicing, payments, and daily reports
- Collaborated with internal teams to ensure smooth operations and guest satisfaction.

### Waiter – Café de la Place, Marrakesh

June 2021 - January 2022

- Welcomed guests and presented menus with detailed knowledge of dishes and beverages
- Took orders accurately and ensured timely service with attention to special requests
- Maintained cleanliness and order of dining area throughout service
- Coordinated with kitchen and bar staff to ensure smooth delivery.

### Intern - The Opéra Plaza Hotel, Marrakesh

January – February 2021

- Assisted in reception operations and guest interactions
- Helped with booking management and phone reception
- Provided back-office support and administrative tasks.

### Intern - The Opéra Plaza Hotel, Marrakesh

December 2020

- Supported front desk and reservation activities
- Observed and contributed to different hotel departments
- Participated in basic coordination of guest services
- Intern – Opéra Plaza Hotel, Marrakesh.

## Skills

- Customer service & guest relations
- Cash handling & POS systems
- Front office operations & reservations
- Microsoft Office, HotSoft, NovoHIT
- Problem-solving, organization, leadership
- Communication, adaptability, teamwork

## Others activities

- Participant in the hotel business simulation game «POLYTECH»
- March 2017, and «Chadora» for two editions 2019 & 2021 Marrakech - Aix in Provence.
- Member of ROTARACT Marrakech Majorelle since April 2016.