



HENRY MHEMBERE

PROFILE

Well organized, creative, and proven Hospitality Professional. Experience working across luxury hotels in Dubai and as well as external clients and agencies on creative, editorial, strategic, and tactical levels. Passionate about building strong customer relationships, driving brand loyalty and increasing customer and team engagement seeking a new challenge to showcase my abilities in a successful and result oriented company and team.

CONTACT

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LANGUAGES

English – Excellent
Arabic – Beginner

EDUCATION

- Bachelor of Commerce in Tourism and Hospitality Management
- Diploma in Hotel Catering and Operations Management
- Certificate in Business Administration
- UAE Valid Driver's License

WORK EXPERIENCE

SLS Dubai Hotel & Residences (Pre – Opening Team)

- Assistant Front Office Manager – Feb 2021 – Aug 2021

Waldorf Astoria Dubai Palm Jumeirah

- Front Office Duty Manager – 1 Year 6 months – Jan 2021
- Groups Conference and Events Coordinator – 1 Year 6 months- 2018
- Front Desk Supervisor and Rooms Controller – 2 Years 2016

Anantara Dubai The Palm Jumeirah Hotel (Pre – Opening Team)

- Guest Services Supervisor – 2 Years 2014

Jumeirah Zabeel Saray Hotel Palm Jumeirah (Pre - Opening)

- Restaurant Reservations & Telephones Supervisor - 1 Year 6 months 2013

Burj Al Arab Hotel Dubai

- Executive Sales Agent in Restaurant Reservations – 1 Year – 2012

Atlantis The Palm Jumeirah Hotel Dubai

- Sales Agent in Call Center and Restaurant Reservations – 1 Year 2 Months 2009

Atlantis The Palm Jumeirah Hotel Dubai (Pre – Opening Team)

- Food and Beverage Attendant – 1 Year – 2008

SKILLS & TRAININGS

- Certified Department Trainer
- Online Hilton University Training Courses
- TSA Upselling Techniques
- Delphi, Fidelio and Opera Interface
- Conference and Events Framework
- Paytrax and Salary Payroll Accounting
- Certified First Aider
- Database Management
- Effective Communication
- 1st & 2nd Step to Hilton Leadership