



Belkaid Othmane

STUDENT / Guest Service Representative

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Professional Experience

05/2023 – present Budapest	Guest Service Representative, Hotel Vision Budapest A guest service representative in Hotel vision Budapest, assuring the delivery of quality services and keep high guest satisfaction and stay up to date from arrival until departure with their stay.
09/2019 – 09/2022 Essaouira, Morocco	Receptionist & Night Auditor, Heure Bleue Palais Receptionnist, Cashier and Night auditor at « Heure Bleue Palais » Relais & Châteaux.
2018 – 2019 Essaouira, Morocco	Receptionist, Heure Bleue Palais 2 months training as a receptionnist at hotel Heure Bleue Palais (Relais & Châteaux).
03/2019 Essaouira, Morocco	Organization Team Member, Amal sports A member of the organizing team of the 5th edition feminine marathon held in Essaouira.
06/2018 – 07/2018 Essaouira, Morocco	Receptionnist and head of student help department, <i>The specialized institute of technology in hotel and tourism</i>
2017 – 2018 Essaouira, Morocco	Receptionist Training, MGALLERY LE Medina. 5 months training as a receptionnist at hotel MGALLERY LE MEDINA (Accor group). November 2017 and January, march, September and October 2018.

Education

2022 – present Budapest, Hungary	Master degree in Economics and tourism management, <i>Budapest Business School, BGE</i> Second year of master degree in the Faculty of Commerce, Hospitality and Tourism.
2020 – 2021 Essaouira, Morocco	Bachelor degree in tourism management and Economics., <i>The higher institute of technology in Essaouira .</i> 2nd of my promotion. During this program we got to acquire Basic theoretical knowledge of SAP.
2017 – 2019 Essaouira, Morocco	Diploma of a specialized technician in hotel management., <i>The specialized institute of technology in hotel and tourism</i> First of my promotion.
2014 Essaouira, Morocco	High school diploma, MOHAMMED V High school diploma in science.

Skills

Team spirit • Responsible • Punctual • Professional writing skills • Analytical thinking
Work independently • Open minded

Languages

Arabic

French (B2)

English (C1)

Spanish (A1)

Awards

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| 2024 | Budapest Business School Mentor , <i>Budapest Business University</i>
One of 12 Budapest Business University mentors for new students coming to study in Hungary. |
| 11/12/2023 | Digital Competence Assessment , <i>Budapest Business University</i>
Advanced Level in Budapest Business University Digital assesement in the following areas:
1st area: Information and data literacy - advanced level - 78,8%
2nd area: Communication and collaboration - advanced level - 72,2%
3rd area: Digital content creation - expert level - 84,8%
4th area: Safety - advanced level - 71,4%
5th area: Problem solving - expert level - 85,7% |
| 30/11/2023 | Student Scientific Research
Second Prize in Tourism Session at TDK - Student Scientific Research
Subject "The role of customer experience in enhancing the competitiveness of the Moroccan tourism industry ‘Case of: Essaouira & Marrakech’". |

Interests

Sports, Photoshop & Travel.