


Personal Information

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|  | Name: Ehsan Last name: Arazi | Degree of Education: Bachelor of Hotel Management | |
| | Tourist7217@gmail.com | Proficiency: Rooms Division Management | Passport No : U41650336 |
| | www.EhsanArazi.ir | Date of birth: 1990 | Call number: +98-9128919740 |

Educational Records

| College | Year of graduate | Field of study | Level |
|--|------------------|------------------|----------|
| Pardisan University- Mashhad (Hotel School) | 2010 - 2014 | Hotel Management | Bachelor |
| Homa Hotel Management School | 2007 - 2009 | Hotel Management | Diploma |
| Subject of bachelor proposal: The Psychology of Front Office (The study of using psychology for improving font office operation) | | | |

The professional courses

| School/ Institute | Courses name |
|---|--|
| The Emirates Academy of Hospitality management , Under supervision of Ecole University, Switzerland | Hotel Operations Management Programme EHAM |
| Eastern Mediterranean university Dogu Akdeniz Universitesi | Strategic Management in Tourist & Hospitality |
| Iran Cultural Heritage Organization (Miras farhangi ORG) | Hotel Management |
| Iran Cultural Heritage Organization (Miras farhangi ORG) | Hotel And Tourism Professional service Management |
| Professional technical organization | Front office Management |
| Professional technical organization | Housekeeping Management at Hotel |
| Iran Cultural Heritage Organization (Miras farhangi ORG) | Strategic Management in Hospitality & Tourist |
| Iran Cultural Heritage Organization (Miras farhangi ORG) | Advanced organizational behavior and communication skills in the tourism industry |
| Iran Cultural Heritage Organization (Miras farhangi ORG) | The important of host at developing tourism industry |

Study reports

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| Compilation of specialized hotel articles in the tourism industry and hotel publications |
| Khorasan press correspondent and specialized hotel publishing houses |
| Member of Experts and Editorial Board in International Hotel Gostar |
| Collaboration with the Legal Specialist Legal Hotel of Edalat Gostar Novin |
| Teaching Three Graduates in Two Business Schools at Front Office Courses, Housekeeping and Marketing |
| Cooperation and participation in the ceremony of several conferences and specialized seminars on hotel and tourism |

Job experience

| Ads | From-to | Job position | Employer |
|--------------------------------|-----------|----------------------------------|---|
| | 2016-now | Rooms Division Management | Parmida five stars hotel, Kish |
| The period of military service | 2015-2016 | Reception Supervisor | Set of services and formalities, Daryadelan NEDAJA |
| Commissioning and contracting | 2014-2015 | Operation manager | Iran Hotels club (Travel booking system) |
| | 2011-2014 | Head Receptionist | Pars five stars hotel, Mashhad |
| Hotel, college, institute | 2011-2014 | Teacher | Tourism and Hospitality Training Company of Toos |
| | 2010-2011 | Reception and Cashier | Samen four stars Hotel, Mashhad |
| | 2008-2009 | Coffee Man | Alkadir four stars Hotel, Mashhad |

Skills

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| Computer, internet |
| acquaintance and able to work with so many PMS software (Property management system) : Perek, Heris, Sahand, |
| Design and analysis of web-based software, TBS (Travel Booking System), online, offline |
| Teaching and managing operations at the Hotel |
| Familiarity with the principles of ceremonies |

References

| Job importance | Name |
|--|------------------------|
| Hotel management | Mr. Akhlaghipour |
| Public Relations Manager, Homa 1 hotel, Mashhad | Mr. Khorshid Sokhanguy |
| Executive and internal management, Alkadir hotel, Mashhad | Mr. Nozari |
| Management of hotel and tourism school, Cheshmandaz toos pazhouh | Mr. Karimzadeh |
| Residential manager, Pars hotel, Mashhad | Mr. Norouzi |

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An overview of the application of psychology on improving front office performance

In this research, the following behaviors have been scientifically proven through questionnaires and field research

First encounter and its impact on guest morale

How to deal with the guest with the guest and its effect on guest satisfaction

Understanding personnel about expectations and guest needs and their impact on guest satisfaction

Facilities and hotel atmosphere and its impact on guest satisfaction

Nowadays people want to be know and finally have their services as they like, it means all the behaviors become special to them; smiling at welcoming, having eye contact, giving them respect and options are just a few things of this industry. In this research, we tried to look more perceptively to some reasonable meanings at environmental psychology like;

Perception of environment, behavior, human needs, environmental skills, which can improve the industry of hotel management.