



Ehsan Arazi

DETAILS

Academic degree: BA in Hotel
Management

Expertise: Rooms Division
Management

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ABOUT ME

As a researcher and active participant in the hospitality industry, I am constantly seeking innovative solutions to enhance services. Through personal development and skill enhancement, I strive to improve the quality of my work. My actions as a supervisor or department manager include: effectively reviewing and revising standard operating procedures (SOP) and ensuring their proper implementation, providing training and fostering team spirit, and promoting creativity and motivation within the team..

Work EXPERIENCE

DEPUTY MANAGER
AMIRKABIR 5 STAR HOTEL
Kish Island , Iran — 2024- present

FRONT OFFICE MANAGER
(AND TRAINING MANAGER),
KISH INTERNATIONAL 5 STAR HOTEL
Kish Island , Iran — 2022- 2024

MEDICAL SALES REPRESENTATIVE- SALES MANAGER,
OMID TABNAK PARSIAN COMPANY
(CORONA PANDEMIC)
Mashhad, Iran — 2020- 2022

ROOMS DEVISION MANAGER
, PARMIDA 4 STAR HOTEL
Kish Island, Iran — 2016-2018

RESIDENTIAL SUPERVISOR
(DONE AS OBLIGATORY MILITARY SERVICE),
MALAVAN CEREMONIES SERVICES COMPLEX
(MALAVAN HOTEL)
Mashhad, Iran — 2015-2016

OPERATIONS MANAGER,
IRAN HOTELS CLUB TRAVEL BOOKING SYSETM
Mashhad, Iran — 2014-2015

FRONT OFFICE AGENT (HEAD RECEPTIONST)
, PARS 5 STAR HOTEL
Mashhad, Iran — 2011-2014

RECEPTIONIST- CASHIER,
SAMEN 4 STAR HOTEL
Mashhad, Iran — 2010-2011

COFFE MAN ,
AL-GHADIR 4 STAR HOTEL
Mashhad, Iran — 2007-2009

SKILLS

The ability to work with computers/ graphic design ●●●●●●●●

Knowledge and working with different PMS software (hotel management software): ASA Hotel, Parak, Harris, Sahand, and Protel. ●●●●●●●●

Design and analysis of web-based TBS software (Travel booking systems): Online and offline ●●●●●●●●

Training, set up, and operation management of different hotel departments ●●●●●●●●

Languages

Persian:

Native

English:

Upper Intermediate

German:

Currently Learning

EDUCATION

BACHELOR'S DEGREE

Hotel management — Pardisan University, Mashhad, Iran

BA THESIS: An Investigation of the functions of psychology for promoting the Front Office performance (Front office Psychology).

ASSOCIATE'S DEGREE

Hotel management — Pardisan University, Mashhad, Iran

DIPLOMA

Hotel management — Homa hotel management school, Mashhad, Iran.

The professional courses

HOTEL OPERATIONS MANAGEMENT PROGRAMME,

The Emirates Academy of Hospitality management ,Under supervision of Ecole University, Switzerland

HOTEL MANAGEMENT,

Iran Cultural Heritage Organization (Miras farhangi ORG)

HOTEL AND TOURISM PROFESSIONAL SERVICE MANAGEMENT,

Iran Cultural Heritage Organization (Miras farhangi ORG)

HOTEL FRONT OFFICE MANAGEMENT,

Iran Technical & Vocational Training Organization

HOTEL HOUSEKEEPING MANAGEMENT,

Iran Technical & Vocational Training Organization

STRATEGIC MANAGEMENT IN HOSPITALITY & TOURIST,

Iran Cultural Heritage Organization & Eastern Mediterranean university Dogu Akdeniz University

PEDAGOGICAL TRAINING COURSE,

Iran Technical & Vocational Training Organization

Scientific and Academic Record

- Authored expert articles on hotel management in various leading journals within the hospitality and tourism industry

- Served as a member of the expert panel and editorial board for Hotel Gostar International Quarterly

- Conducted training sessions at educational institutions and led in-service hotel management workshops

- Taught hotel management for 3 years, covering courses such as front office, management, and housekeeping

- Organized on-the-job training programs in hotels and residential towers

Educational, Startup and Scientific Projects

FRONT OFFICE/HOSPITALITY TRAINING, KISH TWIN TOWERS

Kish Island, Iran — 2022

BEHAVIORAL ETIQUETTES/HOSPITALITY TRAINING, KISH INTERNATIONAL 5-STAR HOTEL

Kish Island, Iran — 2022

FRONT OFFICE MANAGEMENT, SARINA 4-STAR HOTEL

Mashhad, Iran — 2018- 2019

BEHAVIORAL ETIQUETTES/HOSPITALITY TRAINING, HELIA 3-STAR HOTEL

Kish Island, Iran — 2017

OPERATIONS MANAGER (START-UP AND ENTREPRENEURSHIP), IRANIAN HOTELS CLUB COMPANY

MASHHAD, IRAN — 2014-2015

FRONT OFFICE TRAINING (15 SESSIONS), KOUROSH 5-STAR HOTEL

Kish Island, Iran — 2014

INSTRUCTOR, TUS PAJOOH TOURISM AND HOSPITALITY MANAGEMENT COMPANY

Mashhad, Iran — 2011-2014

Abstract of the BA Thesis:

Title: An Investigation of the Functions of Psychology for Promoting Front Office Performance

Abstract: This thesis aims to explore a new topic by examining the effects of psychology on front-office performance. It focuses on concepts within environmental psychology, such as environmental perception, behavior, human needs, and environmental competences, which are crucial in the hotel and hospitality management industry. The thesis highlights the relationship between psychology and front office performance and underscores the importance of understanding this relationship to achieve hotel management goals. It also establishes a general framework for analyzing the impact of psychology on front office performance.

Methodology: This study is applied in terms of its purpose and exploratory in terms of its methodology, as it investigates the psychological factors influencing front-office performance. It is also descriptive, detailing front office performance in 4-star and 5-star hotels in Mashhad, Iran.

Population: The research population consisted of guests staying in 4-star and 5-star hotels in Mashhad, Iran. Given the abundance of such hotels in Mashhad, a random sample of 100 guests was selected. Data were collected through structured interviews and questionnaires, with the reliability of the research instruments confirmed (Cronbach's coefficient > 0.5).

Data Analysis: The data were analyzed using SPSS version 16. Both T-tests and mean analyses were conducted. The functionality of the following behaviors was scientifically validated through questionnaires and field research:

- The first impression and its effect on guests' mood
- The personnel's behavior toward guests and its impact on guest satisfaction
- The personnel's understanding of guests' expectations and needs and its effect on guest satisfaction
- The hotel's atmosphere and facilities and their influence on guest satisfaction