

Hany Atef Kozmal

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Objective

Obtain a good career opportunity in a well-respected team where I can contribute to its success through teamwork and service quality.

Employment and Career History

- November 2019 up to now associate professor head department of hotel management, The High Institute for Tourism and Hotels, EGOTH, Luxor, Egypt.
- June 2014 up to November Lecturer, the High Institute for Tourism and Hotels, EGOTH, Luxor, Egypt.
- September 2017 to now visited Lecturer in the Faculty of Tourism and Hotels, South Valley University Department of Hotel Management - Luxor.
- September 2013 up to October 2015 Visited **Lecturer**, the Worker University for Tourism and Hotels, Cairo, Egypt.
- September 2013 up to June 2014 Lecturer, Abo Kair Institute for Tourism and Hotels, Alexandria, Egypt.
- September 2012 up to September 2013 **Food and Beverages Service Manager**, The Grand Hotel Sharm el Sheikh, (a Five Star Hotel in Sharm El Sheikh).
- January 2009 up to September 2012 **Restaurant Manager**, Royal Rojana Hotel, (a Five Star Hotel in Sharm El Sheikh).
- July 2008 up to January 2009 **Restaurant Manager**, Crown Plaza

Hotel, (a Five Star Hotel in Sharm El Sheikh).

- October 2007 up to July 2008 **assistant restaurant manager**, Savita Hotel, (a Five Star Hotel in Sharm El Sheikh).
- March 2007 up to September 2007 **Restaurant Manager**, onion's restaurant chains in Sharm El Sheikh.
- April 2006 up to March 2007 **Training Manager**, onion's restaurant chains in Sharm El Sheikh.
- August 2004 - up to March 2006 **Head Waiter**, Sun Rise Hotel, (a Five Star Hotel, and Sharm El Sheikh).
- May 2001 till August 2003 **Assistant Restaurant Manager**, Hardee's International Restaurants Chain in Bahrain.

Education

- **Degree of Doctoral of Philosophy in Hotel Management**, Faculty of Tourism and Hotels, Helwan University, March 2013, about matching degree of hospitality services in accordance to Russian guest in the Red Sea resorts, under supervision of Professor Ahmed Elias, and Professor Dalia Mohammed Soliman. <http://www.slideshare.net/hanyatef/ss-44568742> Available online: "<http://www.slideshare.net/hanyatef/ss-61671101/hanyatef/ss-61671101>".
- **Master degree** in hotel administration, Faculty of Tourism and Hotels, Helwan University, February 2009, about evaluating the experiment of the local restaurant chains compared with the international chains in Egypt, under supervision of Professor Ahmed Elias, Professor. Rania Danana and Dr. Mahmud El Maghrabe. "<http://www.slideshare.net/hanyatef/ss-61671717>".
- **Bachelor of Hotel Management**, Faculty of Tourism & Hotels, June 2000, Grade " **Very Good** ".

First: Training courses for the programs held at the Center for Developing the Capacity of Faculty Members and Leaders at Cairo University, as follows:

- Management of the research team
- International publication of scientific research
- Problem - based learning

Second: General Training Courses

- Assessment ISO 22000 in Food Establishments.
- Hazard Analysis Critical Control Point (HACCP).
- Hygiene Training and Food Hygiene Awareness.
- Business Economics and Communication.
- Fire Fighting and Safety.
- Management Skills.
- Supervisory Skills and Supervisor Skills.
- Food and Beverage Skills.
- Food & Beverage Revenue Maximization.
- Training the Trainer, and Training Program Effective.
- Food & Beverage Management Training.
- Image Communication Skills for Success.
- Guest Satisfaction.
- Handling Guest Complains.
- Suggestive Selling.
- Forecast.
- Managing Team and Team Built.
- Quality and Efficiency of Service.
- Menus Planning, Recipes and Pricing.
- Problems Solving and Decision Making.
- Modern Management Trends.
- Front Office Management.
- Front Office Skills.
- International Computer Driving License (ICDL).

Practical Training

- **Savoy Hotel**, Sharm EL Sheikh.
- **Hardee's International**, Kingdom of Bahrain.
- **Faculty of Tourism Hotel**, Cairo.
- **Marriot Hotel**, Cairo.
- **Sheraton Hotel**, Hurghada.
- **Brilliant Restaurant**, Sharm El Sheikh.
- **Oasis Hotel**, Cairo.

Third: Participation in workshops and seminars

- Participation at online panel on tourism chance, changes, and challenges - during the month of July 2020 - under the auspices of Luxor University and the Farouk El-Baz Center for Sustainability and Future Studies at the American University in Cairo.
- Participating in the TVET Egypt support and development program for the training camp for the future chef competition - the third season - during February 2020 - in Luxor Governorate - under the auspices of TVET Egypt, the Ministry of Education and EGOth.
- Preparing and presenting of courses to stimulate tourism and development of educational materials with the Ministry of Education through 2018-2019.
- Preparing and presenting hotel management courses to train hotel managers and department heads held in Jeddah and Madinah in March 2018 with the Gulf Business Network Institute for Training and the General Organization for Technical and Vocational Training. Program No. 52132724.
- Preparation and presentation of the art of food and beverage service in cooperation with the International Labor Organization and Misr Al-Khair for training and rehabilitation of young people to work in hospitality, which was held in Luxor in July and August 2018.
- Preparation and presentation of the course to spread tourism awareness and etiquette to deal with tourists and increase their

satisfaction in cooperation with TVET to improve tourism and hotel awareness and train and develop the drivers and the leaders of Nile boats and bazaar Salesmen in Luxor to increase the guests' satisfaction in July and August 2017.

- Etiquette and Protocol Seminar, El Salam Private School, Luxor, Ministry of Education, October 2016.
- Coaching And Training People Whenever I Go.

Other academic experiences:

- General Coordinator of graduate projects for undergraduate students
- Department of Hotel Studies from 2014 until now.

- **Other Activities:**

- 1- Participating in the development of bachelor's degree courses and regulations.
- 2- Participating in the description of undergraduate courses.
- 3- Organizing scientific trips for undergraduate students to visit hotels
- 4- Follow-up of the training of students to the Department of Hotel Studies in the five-star hotels and the work of field visits to them in their practical training , the training reports and assessment tests for them at the end of the training period.
- 5- Member of the Committee of capacity tests for students of the bachelor stage candidates to join the Institute since 2014 so far.
- 6- Member of the control and control of examinations at the bachelor and diploma level since 2014 until now.
- 7- A member of the capacity test committees for the secondary and technical secondary students who are candidates to join the Institute since 2014 until now.
- 8- Member of the Board of the Department of Hotel Studies for the academic years from 2014 until now.

Books and Literature

1. Dr. Hany Atef - **Health Affairs in the Hospitality Industry**. Under publication.
2. Dr. Hany Atef – **Quality in Tourism and Hotel Services**- under publication.
3. Dr. Hany Atef –**Front office** - under publication.
4. Dr. Hany Atef - **Human Development and Customer Service** - under publication.
5. Dr. Hany Atef –**Food Purchasing and Receiving** - under publication.
6. Dr. Hany Atef - **Hotel Supplies and Maintenance**. Under publication
7. Dr. Hany Atef - **Food and Beverages Cycle “English”**- under publication.
8. Dr. Hany Atef - **Etiquette and Protocol “English”**- under publication.
9. Dr. Hany Atef - **Control Systems in the Hotel Industry** - under publication.
10. Dr. Hany Atef - **Principles of Statistics** - under publication.

Published Books

1. Dr. Hany Atef - **Hotel Occupational Health** - 2018. ID, No. 978-977-90-5447-6.
https://drive.google.com/file/d/11jQDiqUJSLR8rOsTghEk7Jl0Wdq_vE2_/view?usp=sharing
2. Dr. Hany Atef, **Therapeutic Hotel** - 2018. ID, No. 978-977-90-5448-3.
https://drive.google.com/file/d/1kK9R_b9vd2yi4a_qZwR9IdRasKtWqrbS/view?usp=sharing
3. Dr. Hany Atef - **Principles of Accounting** - 2018. ID, No. 978-977-90-5449-0.
https://plus.google.com/share?url=https%3A%2F%2Fdrive.google.com%2Ffile%2Fd%2F1igAu3BDd_zWH0nOhE7Job8IHpiGDeUNM%2Fview%3Fusp%3Dsharing
4. Dr. / Hany Atef – **Hotels Laws**. 2017. ID, No. 978-977-90-14945-8.
<https://drive.google.com/file/d/0B69vULCW1ulzeUxfQmpsQUIKSHM/view?usp=sharing>
5. Dr. / Hany Atef – **Hotel Economics**. 2017. ID, No. 978-977-90-14943-8.
<https://drive.google.com/file/d/0B69vULCW1ulzY0kwX3dkb2tVXzA/view?usp=sharing>

6. Dr. / Hany Atef – Protocol and Etiquette. 2017. ID, No. 978-977-90-4838-3.
<https://drive.google.com/file/d/0B69vULCW1ulzczFRWVB3VEZRMjg/view?usp=sharing>
7. Dr. / Hany Atef – Hospitality Industry Basics. 2017. ID, No. 978-977-90-4636-5.
<https://drive.google.com/file/d/0B69vULCW1ulzeHZJRFgxb2dTc3c/view>
8. Dr. / Hany Atef – Public Health.2017. ID, No. 978-977-90-4635-8.
<https://www.slideshare.net/hanyatef/ss-78584759>
9. Dr. / Hany Atef – Groups Nutrition.2017. ID, No. 978-977-90-4637-2. <https://www.slideshare.net/hanyatef/ss-78584912>
10. Dr. / Hany Atef – The Hotels Cooking Art. 2017. ID, No. 978-977-90-4634-1.
<https://drive.google.com/file/d/0B69vULCW1ulzSFBTVU01d01hN3M/view?usp=sharing>
11. Dr. / Hany Atef – Cost Accounting. 2016. Available online: "<http://www.slideshare.net/hanyatef/ss-60982484>".
12. Dr. / Hany Atef – Tourism Company Accounting. 2016. Available online: "<http://www.slideshare.net/hanyatef/ss-60982542>".
13. Dr. / Hany Atef – Hotel Accounting.2016. Available online: "<http://www.slideshare.net/hanyatef/ss-61454728>".
14. Dr. / Hany Atef – Art of Service - 2014. Available online: "<http://www.slideshare.net/hanyatef/ss-44122553>"
15. Dr. / Hany Atef – Nutrition and Menu Planning - 2014. Available online: "<http://www.slideshare.net/hanyatef/ss-38440958>".
16. Dr. / Hany Atef and Aida Fayez - Housekeeping - 2014. Available online: "<http://www.slideshare.net/hanyatef/ss-44122410>".
17. Dr. / Hany Atef and Aida Fayez – Hotel Equipment - 2014. Available online: "<http://www.slideshare.net/hanyatef/ss-44568742>".
18. Dr. / Hany Atef - Hotel management – 2013. Available online: "<http://www.slideshare.net/hanyatef/ss-44122125>".
19. Dr. / Hany Atef - Food and Beverage – 2013. Available online: "<http://www.slideshare.net/hanyatef/2015-61669948>".
20. Dr. / Hany Atef - Hotel maintenance - 2013. Available online: "<http://www.slideshare.net/hanyatef/ss-44568090>".

21. Dr. / Hany Atef - Food Storage - 2013. Available online: "http://www.slideshare.net/hanyatef/2015-51410493".

Conferences and Scientific Research

1. Research “The Impact of the Application of Precautionary Measures for the Corona Virus on the Demand of Customers to Heritage Cafes” - paper in Journal of the Association of Arab Universities for Tourism and Hospitality (JAAUTH), in Arabic language- Joint Research, Vol. 22, No.1 , (June- 2022), Pages -. https://jaauth.journals.ekb.eg/article_198543_ar.html.
2. Research “The Effect of Tourism and Hotel Activity on the Employees’ Identity” - paper in Journal of the Association of Arab Universities for Tourism and Hospitality (JAAUTH), in English language- Joint Research, Vol. 22, No.1 , (June- 2022), Pages -. https://jaauth.journals.ekb.eg/article_192010_ar.html.
3. A research entitled “The Effect of Tourism and Hospitality Services Dimensions on Individual Tourist Satisfaction in Egypt” - paper in Journal of Faculty of Tourism and Hotels, Fayoum University – International Journal of Heritage, Tourism, and Hospitality - a joint research, in English language, December 2021, Vol. 15, issue 2.
4. Research “Towards Implementation a Unified Dynamic Brand Logos of Tourism and Hospitality Services are effectively and Competitiveness with a Competent Brand Personality”- paper in Journal of Faculty of Tourism and Hotels, Fayoum University – International Journal of Heritage, Tourism, and Hospitality - a joint research, in English language, Vol. , issue No. , (2021).
5. Research “Studying Halal Tourism and Hospitality (Opportunities and Challenges) in Egypt” - paper in Journal of the Association of Arab Universities for Tourism and Hospitality (JAAUTH), - in English language- Joint Research, Vol. 21, No. 2, (2021), Pages - . https://jaauth.journals.ekb.eg/article_192785_ar.html .
6. Research “The Importance of Crisis Management in Egyptian Hotels and Tourism in Dealing with the Emerging Coronavirus (COVID-

- 19) - paper in Journal of the Association of Arab Universities for Tourism and Hospitality (JAAUTH), - in English language - Joint Research, Vol.20, No.4, (2021), Pages 1 - 33. https://jaauth.journals.ekb.eg/article_171152.html.
7. Research "The Effect of Applying Technology at the Guest Room on the Guest's Choice of the Hotel: Applied to Luxor & Aswan Governorates' Hotels"- paper in Journal of the Association of Arab Universities for Tourism and Hospitality (JAAUTH), in English language - Joint Research, Vol.20, No.1, (2021), Pages 175-194. https://jaauth.journals.ekb.eg/article_130871_ac39254488a029a47584e188e1fe72f8.pdf
 8. Research "The Role of Teaching Aids in Higher Education to counter the Emerging Coronavirus (COVID-19)". Paper in Journal of Faculty of Tourism and Hotels, Fayoum University- in English language - a joint research, In the December 2020 Issue (2). https://ijhth.journals.ekb.eg/article_211942_cdaa20e57bb388133920d07aa8e59b34.pdf
 9. Research "The Effect of Using Service Automation and Robotic Technologies (SART) in Egyptian Hotels "- paper in Journal of the Association of Arab Universities for Tourism and Hospitality – Individual - in English language - (JAAUTH), Vol.19 , No. 2, (2020),PP. 130-165 . https://jaauth.journals.ekb.eg/article_122892_354c7bd2f8c2d5b828def7d9ee03378c.pdf.
 10. Luxor University conference and participation with a research entitled "The Impact of Incentives on Environmental Performance through an Applied Study in Egypt", a paper in the Journal of the Faculty of Tourism and Hotels, Luxor University - International Journal of Tourism and Hospitality - Joint Research, in Arabic – "special issue"2020.
 11. Research "The Relationship between Students Satisfaction with Nutrition Services and their Affiliation in the University Hall 'residence "- paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a joint research, in Arabic language, December (2020). pp.499-547. https://jihtha.journals.ekb.eg/article_193263_d535c3b2a23f4278f0107bb0d67c74be.pdf
 12. Research ""Evaluating the role of the Egyptian Federation of Tourist Chambers in supporting hotel activity to counter the effects of the emerging corona virus"- paper in Journal of Faculty of Tourism

and Hotels, Fayoum University - a joint research, in Arabic language, Article 9 - Issue 2 - Volume 14 - p. NS. 206-250 - (2020).

https://jihtha.journals.ekb.eg/article_142226.html

13. Research "Evaluating the Relationship of Knowledge, Attitudes, and Practices of Home Delivery Handlers Regarding Avoid COVID-19 in Quick Service Restaurants"- paper in Journal of Faculty of Tourism and Hotels, Fayoum University – International Journal Of Heritage , Tourism, and Hospitality - a joint research, in English language, Vol. 14, issue No. 1, June (2020). PP.97-133.

https://ijhth.journals.ekb.eg/article_128069_3d3aa5e2abd6a5b73f980348093a75f3.pdf

14. The Role of Heritage Hotels in the Development of Creative Cultural Tourism"- paper in Journal of the Association of Arab Universities for Tourism and Hospitality - a joint research, in English language - For Article 7, Volume 18, Issue 3 - Serial Number of Issue 42, Spring 2020, page 97-133.

https://jaauth.journals.ekb.eg/article_113039_ar.html.

15. Research "Studying of Sharing Economy in Egypt as a Destination for Tourism and Hospitality "- paper in Journal of the Association of Arab Universities for Tourism and Hospitality - a joint research, in English language - (JAAUTH), Article 7, Volume 18, Issue 2, Spring, page 96-120 PP. 96-120. (2020).

https://jaauth.journals.ekb.eg/article_105795.html.

16. Research "Evaluating the Impact of Entertainment Programs Offered in the Floating Hotel on Guest Satisfaction in Luxor "- Individual - paper in Journal of Faculty of Tourism and Hotels, Luxor University, in English language, International Journal of Tourism and Hospitality Management Volume 3, Issue 1, June 2020, PP. 139-176.

https://ijthm.journals.ekb.eg/article_103397_4367ac9834ab7f41b1a046304257def5.pdf

17. The 12th International Tourism Conference" ICTH" 2020, February 27-29, Fayoum, Egypt - under the supervision of the Faculty of Tourism and Hotels, Fayoum University - Egypt - held in Fayoum from 27 to 29 February 2020, Study the Relationship between Self-Service Technology Devices in Restaurants and Customer Satisfaction. "Tourism and Hotels Fayoum University - a joint

- research, in Arabic language volume, No. (2020). As well as a study "The Factors Affecting Customer Decision on Online Hotel Booking: the Case of Luxor" in its current form for publication in International Journal of Heritage, Tourism and Hospitality. It will appear in Volume (14) Issue (3) [Special Issue], February 2020. Joint Research, in English language. PP.129-142.
https://ijthm.journals.ekb.eg/article_103397_4367ac9834ab7f41b1a046304257def5.pdf
18. The 11th ICTH 2018, 8th March, Luxor, Egypt, Organized by the Faculty of Tourism and Hotels, Fayoum University, Egypt, In Cooperation with Durhan University, UK & South Carolina University, USA. With a paper entitled: Corporate Social Responsibility in Quick Service Restaurants: A Comparative Study between International and Local Chains in Egypt. Paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a joint research, in English language – December, Vol 12, No3/2 (2018).
 19. Research "The Importance of Safety and Security in Railway Transportation"- paper in Journal of the Egyptian Journal of Tourism and Hospitality Sciences - Sinai Higher Institute for Tourism and Hotels - a joint research, in English language – under publishing.
 20. Research "Evaluating Students' Satisfaction on Practical courses in Egyptian High Institutes of Tourism and Hotels; Application on Hotel Studies Division "- paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a joint research, in Arabic language - September , Vol 11, No2/2 (2017).
<http://journals.fayoum.edu.eg/index.php/Tourism/article/view/362/307>
 21. Research "Enhancing Women's Empowerment through Participation in the Development of Hospitality Industry Small Projects in Upper Egypt"- paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a joint research, September, Vol 11, No2/2 (2017), in English language.
<http://journals.fayoum.edu.eg/index.php/Tourism/article/view/391/337>
 22. Research "Using Renewable Energy Resources in Hotels, Towards a Sustainable Tourism Industry in Egypt “Applied Study on 4 and 5

- Stars Hotels in Luxor"- a joint research, in English language - paper in Egyptian Journal of Tourism Studies, Vol. 16 No. 2 2017.
23. Research "The Effect of Human Sigma Model on Service Quality in Tourism and Hospitality"- a joint research, in English language - paper in Egyptian Journal of Tourism Studies, Vol. 16 No. 2 2017.
 24. Research " Measuring Energy Conservation Techniques in Hotels (an empirical study on Sharm El Sheikh and Hurghada Resorts) " - paper in Journal of the Egyptian Journal of Tourism and Hospitality Sciences - Sinai Higher Institute for Tourism and Hotels periodical- a joint research, in English language, Vol 23, No 2, 2016.
 25. Research " Job conditions after the January 25th Revolution in Egypt: Evidence from Luxor and Aswan Hotels"- paper in periodical - Minia Journal of Tourism and Hospitality Research (MJTHR) - Vol. 1, Issue 2, December, 2016 - a joint research, in English language.
 26. Conference Faculty of Tourism first international hotels of tourism, "tourism and arts hospitality and community service among the challenges of the present and the hopes of the future" - and held the city of Luxor in the period from 19 to April 21, 2016 - Under the auspices of the Faculty of Tourism and Hotels, South Valley University - attendance, as well as a research: Food Allergy Management on Nile Cruises in Luxor, Egypt: A Qualitative Study. Joint research - in English.
 27. Research "Ranking the Japanese Guest Priorities for Hospitality Services in Egypt"- paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a single, research in English language – March- Vol 10, No 1/2 (2016)
<http://journals.fayoum.edu.eg/index.php/Tourism/article/view/128/135>.
 28. Conference" The 9th ICTH Conference – Tourism and Hospitality - from 10th- to 14th February 2016, Marsa-Alam" - Faculty of Tourism and Hotels, al Fayoum University - attend, as well as research entitled the "Assessment of Storage Conditions of Food Items and their Relation with Food Safety in Sharm El Sheikh Resorts" - a joint research , in English language- September - Vol 10, No 2/2 (2016).

<http://journals.fayoum.edu.eg/index.php/Tourism/article/view/191/188>.

29. Research "The Importance of Hotel Management awareness role regarding Sexual Harassment Prevention and Prohibition in the Egyptian Hotels"- paper in Journal of the Egyptian Journal of Tourism and Hospitality Sciences - Sinai Higher Institute for Tourism and Hotels - a joint research, in English language – Vol. 23 , No 1 , 2016.
30. Research "Knowledge Management as a Tool to Ensure Quality of Services and Increasing Guest Satisfaction in the Egyptian Hotels "- paper in Journal of Faculty of Tourism and Hotels, Fayoum University - a joint research, in English language – September - Vol 9, No 2/2 (2015).
<http://journals.fayoum.edu.eg/index.php/Tourism/article/view/106/108>.
31. Research "Evaluating Foodservice Quality in a Sample of Egyptian Hospitals "- paper in Journal of the Egyptian Journal of Tourism and Hospitality Sciences - Sinai Higher Institute for Tourism and Hotels - a joint research, in English language – Vol 22, No 2, 2015.
32. Research "Evaluating the Tourism and Hospitality Services Offered to the African Guests in Egypt"-single research, paper in Journal of the Egyptian Journal of Tourism and Hospitality Sciences - Sinai Higher Institute for Tourism and Hotels - in English language - Vol 22, No 1, 2015.
33. Conference" Potential of Tourism Cooperation between Egypt and Africa " in Alexandria from 10 to 10 February 2015 – under patronage of H.E. Minister of high education, the high institute for tourism, hotels, & computer (hithc@seyouf.org) the second international academic conference - attend, as well as a research entitled the " Assessment of Knowledge, Attitudes and Practices of Food Handlers Regarding Food Safety in Food Preparation Area in Luxor Hotels" , a joint research - in English language . Published in Journal of the Association of Arab Universities for Tourism and Hospitality
<https://jaauth.journals.ekb.eg/?action=article&au=130642&au=Kouzmal,%20Hany%20Ataf>
and
https://jaauth.journals.ekb.eg/article_49969_697250c3026ca0397ec1865f711d5374.pdf.

34. Research "Information Technology Impact on Hotel Business Sustainability “Bringing Practices to Improve the Hotel Performance”"- paper in Alexandria periodical- a joint research, in English language - 2014.
35. Research "An analysis of the Egyptian economic policies and their impact on hotel investment in the aftermath of the 2011 revolution"- paper in Journal of the Association of Arab Universities for Tourism and Hospitality - a joint research, in Arabic language - 2014.
https://jaauth.journals.ekb.eg/article_67456_6ab91bcb34c600a71fce7326b46c779c.pdf
36. Conference " modern trends of the tourism industry in the Arab world and held" in Sharm El-Sheikh from 2 to 5 December 2014 - Faculty of Tourism and Hotels, Suez Canal University in conjunction with El Fayoum University - attend, as well as 2 researches entitled the "Assessment of food delivery measures and its impact on the quality of food provided in Luxor Hotels Group" a joint research , in Arabic language, Published in Journal of the Association of Arab Universities for Tourism and Hospitality - Special Issue December 2014 (Part I)
https://jaauth.journals.ekb.eg/article_57538_f9c814e487719e55e25c288b0d55626a.pdf
https://jaauth.journals.ekb.eg/article_57538.html
 And "The Procedures of Planning Food Menus between Knowledge and Actual Practice in the Egyptian Resorts" a joint research, in English language- Journal of the Association of Arab Universities for Tourism and Hospitality. and
https://jaauth.journals.ekb.eg/article_67456_6ab91bcb34c600a71fce7326b46c779c.pdf.
37. Conference "Tourism and hospitality industry in Egypt under the current challenges" 28 to March 30, 2014 – attend, as well as a research entitled the Electronic Satisfaction as a Marketing Tool in Increasing Customer E. booking Decision Applied Study on Sharm El – Sheikh Resorts - a joint research, in English language – **march - Vol 8, No 1 (2014)**. <http://journals.favoum.edu.eg/index.php/Tourism/article/view/19/20>.

38. Conference tourism and the challenges of the future - Sadat City University - Faculty of Tourism and Hotels - 27-28 August 2013 – attend, as well as a research entitled the effect of revolutions on the hotel sector in Egypt and the role of marketing in raising occupancy rates case study of the city of Sham el Sheikh - a joint research, in Arabic language.

Skills:

- Wide knowledge of managing & operating the following: coffee shops, night clubs, Italian, oriental, French restaurants, swimming pools, banqueting, room service, and mini bars.
- Competent at solving guest or staff problems.
- Excellent Communication skills Able to communicate effectively with individuals at all levels.
- Capability of solving problems and taking decisions under stress.
- Initiative- reliable and self-confident.
- Ability to prioritize and organize work assignments delegate work direct performance of assigned staff and follow up with corrections when needed.
- Ability to motivate employees and maintain organized team.
- Ability to be a clear thinker in pressured situations exercise good judgments & ability to remain focused on details.
- Clear thinker in pressured situations -exercise good judgments and ability to remain focused on details.

Other features

- Hard Worker, Cheerful, Organized Enthusiastic, Excellent Public Relations, Guest Oriented, Leadership, and Perfect Trainer.

Language Skill

Arabic Mother Tongue

English (Very well spoken and written, study from level one until TOEAFI).

Interests & Hobbies

Like Swimming, Table Tennis, Music, reading, and Internet.

Other Personal Data

Date of birth: 1st August 1976.

Place of birth: Cairo, Egypt.

Marital status: Married.

Hany Atef Kouzmal

PHD in hotel management

Experience more than 15 years at 5 stars hotels and international chains

Have more than

15 certified training

20 books

30 researches

9 conferences

Signature

Dr. Hany Atef Kozmal