



HIND BENGUANASSE

JUNIOR HOSPITALITY, EVENTS & OPERATIONS MANAGER

Tourism and hospitality graduate with hands-on management experience across boutique accommodation, luxury front office and large-scale festivals. Able to organize priorities, coordinate teams and stakeholders, supervise guest and VIP services, monitor stock, budgets and cash processes, and maintain service quality in fast-paced multilingual environments.

KEY MANAGEMENT HIGHLIGHTS

8	500+	25	95%
team members led	VIP attendees/day	accommodated guests	positive feedback

PROFESSIONAL EXPERIENCE

- FESTIVAL OPERATIONS COORDINATOR** 2025
SUFI MUSIC FESTIVAL
 - Planned and coordinated daily volunteer and staff deployment to keep festival operations running smoothly.
 - Supervised venue set-up, guest flow, performer support and on-site logistical priorities.
 - Coordinated with international artists, local vendors and organizers; resolved operational issues and maintained deadlines.
- RECEPTION INTERN - OPERATIONS SUPPORT** 2025
AUBERGE TOURTITE
 - Monitored reservations, guest preferences and special requests to organize daily service priorities.
 - Coordinated with kitchen and housekeeping teams to provide consistent and personalized guest service.
 - Supported cash handling, inventory checks and daily operational reporting.
- CULTURAL GUEST RELATIONS COORDINATOR** 2024
SACRED MUSIC FESTIVAL
 - Organized guest services for international visitors, dignitaries and ambassadors and monitored service needs.
 - Coordinated workshops and performances and prepared materials showcasing Moroccan heritage.
- VIP GUEST RELATIONS COORDINATOR** 2024
SUFI MUSIC FESTIVAL
 - Managed VIP guest operations for 500+ daily attendees, including international artists and media representatives.
 - Coordinated backstage access, artist meet-and-greets and multilingual guest assistance with production teams.
- OPERATIONS MANAGER** 2024
GUEST FARM "LA VALLÉE"
 - Oversaw daily accommodation operations for up to 25 guests and led an 8-member team.
 - Organized the work of housekeeping, kitchen and maintenance teams and monitored service quality.
 - Managed inventory, budgets and suppliers and introduced quality controls that maintained 95% positive guest feedback.
- RECEPTION INTERN - FRONT OFFICE COORDINATION** 2024
MICHLIFEN RESORT & GOLF
 - Managed arrivals, departures and guest requests in a five-star resort while following luxury service standards.
 - Coordinated with housekeeping, maintenance and concierge teams to ensure timely follow-up and resolution of requests.
 - Communicated with international guests in Arabic, French and English by phone, email and in person.

CONTACT

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LOCATION
Morocco

EDUCATION

BACHELOR'S DEGREE IN TOURISM
Graduated in 2026
Institute of Tourism and Hospitality, Fes

SPECIALIZED TECHNICIAN DIPLOMA IN HOTEL MANAGEMENT
2023 - 2025
Institute of Tourism and Hospitality, Fes

DEUG IN ENGLISH STUDIES
2022
Faculty of Letters and Human Sciences

BACCALAUREATE IN PHYSICAL SCIENCES
2017
Chaimae School, Azrou

MANAGEMENT SKILLS

- Team leadership and coordination
- Operational planning
- Event logistics and venue operations
- VIP relations and guest experience
- Cross-department coordination
- Quality monitoring and problem solving
- Supplier, inventory and budget follow-up
- Front office, reservations and reporting

LANGUAGES

Arabic - French - English