

MOSTAFA EL-BENDARY

West Midlands · 07496181990
Email · Mostafa.tery.mk@outlook.com

Highly motivated and ambitious professional with strong experience in management, operations, training, and customer-facing roles across multiple industries. Known for exceptional leadership, problem-solving abilities, and the capacity to adapt quickly to new environments. I am open to exploring new career paths and applying my transferable skills in different sectors. With a proven track record of managing teams, improving processes, and delivering high-quality performance, I bring versatility and a strong work ethic to any role.

EXPERIENCE

JUNE 2024 – PRESENT

PROPERTY MANAGER, EL NADA SOLUTIONS

- Manage short-let accommodation units, ensuring smooth day-to-day operations.
- Handle full guest communication, including inquiries, booking coordination, check-ins, and check-outs.
- Oversee maintenance tasks by coordinating with contractors, arranging repairs, and ensuring issues are resolved promptly.
- Conduct regular property inspections to maintain high-quality standards.
- Monitor cleanliness, readiness, and presentation of units between guest stays.
- Manage guest issues and provide swift solutions to maintain excellent satisfaction.
- Handle administrative responsibilities such as documentation, logs, and scheduling.

OCTOBER 2024 – JUNE 2024

GENERAL MANAGER, LEARMONTH HOTEL

- Perform regular inspections of hotel facilities and coordinate maintenance work.
- Manage the housekeeping team and create detailed cleaning schedules.
- Ensure guest satisfaction by maintaining high service standards.
- Conduct daily stock control and complete full weekly audits.
- Recruit, train, and manage new employees.
- Resolve operational challenges and maintain smooth daily operations.

MAY 2023 – OCTOBER 2024

GENERAL MANAGER, QUEENS HOTEL.

- Ensure rooms and public areas meet company cleanliness standards.
- Manage stock levels for linen and towels, ensuring consistent availability.
- Provide entertainment and improved experiences for guests.
- Oversee kitchen operations and coordinate with the chef.
- Train and develop team members to deliver exceptional service.
- Review guest feedback and implement improvement strategies.
- Report and supervise required repairs and maintenance.

JANUARY 2020 – MAY 2023

OPERATIONAL TRAINER, EURO CAR PARTS

- Deliver soft skills and operational training programs.
- Provide health and safety training across teams.
- Create new operational processes and update existing procedures.
- Ensure compliance with company standards and process efficiency.

SEPTEMBER 2019 – JANUARY 2020

RETURNS OPERATIVE, EURO CAR PARTS

- Process returned parts through the IWACS system.
- Scan and relocate items accurately to appropriate storage areas.

SKILLS

- **Time Management:** Deliver work on time and to a high standard, meeting company expectations.
- **Microsoft Office:** Excel, PowerPoint, Word.
- **Problem-Solving:** Analyze issues at their root and collaborate with teams to implement effective solutions
- **Engagement & Training:** Build strong relationships with trainees and create positive learning environments.
- **Customer Service:** Listen attentively to customer needs and deliver service to the highest standards.

REFERENCES

Available upon request.

Cover Letter

Mostafa Elbendary
Wolverhampton
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Phone: 07496181990

Dear Hiring Manager,

I am writing to apply for the Property Management position at your company. I am a motivated and reliable professional with hands-on experience in property operations, guest services, and team management across both short-let and hotel environments.

I currently work as a Property Manager at El Nada Solutions, where I manage multiple short-let accommodation units and oversee all aspects of day-to-day operations. My responsibilities include guest communication, coordinating maintenance and contractors, conducting property inspections, handling check-ins and check-outs, and ensuring properties are consistently maintained to a high standard. This role has strengthened my ability to manage properties efficiently while maintaining excellent customer satisfaction.

Previously, I worked as General Manager at both Learmonth Hotel and Queens Hotel, where I led housekeeping teams, managed stock control, carried out audits, handled recruitment and training, and ensured that all rooms and facilities met company standards. I was also responsible for resolving operational issues, responding to guest feedback, and coordinating repairs and maintenance. These roles developed my leadership skills, attention to detail, and ability to manage multiple priorities under pressure.

Earlier in my career, I worked as an Operational Trainer at Euro Car Parts, where I delivered training, created operational processes, and ensured compliance with company standards. This experience enhanced my organisational skills, communication abilities, and problem-solving approach, all of which I now apply within property and facilities management.

I am highly organised, customer-focused, and confident in managing properties to meet both operational and commercial objectives. I take pride in maintaining high standards, building positive relationships with tenants, guests, contractors, and colleagues, and ensuring smooth day-to-day operations. I also hold a full UK driving licence and am comfortable working independently or as part of a team.

I would welcome the opportunity to bring my skills, experience, and strong work ethic to your organisation. Thank you for considering my application, and I look forward to the opportunity to discuss how I can contribute to your team.

Yours sincerely,
Mostafa El-Bendary

Job Applied for

Property Manager
[Magnus James](#)
Birmingham B3
£32,000 - £34,250 a year - Permanent, Full-time

Full job description

Are you an organised and proactive Property Manager ready for your next challenge?

Join a leading independent agency with a strong reputation and an impressive portfolio across Birmingham.

We're looking for a dedicated, detail-driven Property Manager to become part of our supportive and professional team. You'll be working in a well-structured department that prides itself on excellent customer service, teamwork, and a positive environment. This is a fantastic opportunity to grow your career with a respected, expanding company.

What's in It for You?

Leading basic salary up to £32,000

Bonuses on top, a potential to earn an additional £2250 on top of basic

23 days annual leave plus bank holidays

City centre Parking permit provided to ease your commute

Your Key Responsibilities as a Property Manager:

- Manage a portfolio of properties, ensuring excellent service for landlords and tenants
- Handle tenancy agreements, renewals, and extensions
- Oversee check-ins & check-outs, ensuring smooth transitions for tenants
- Ensure deposit protection & manage deposit releases
- Resolve rental arrears, liaising with tenants and landlords
- Coordinate with the dedicated maintenance & repairs team ensure timely completion of works
- Organise safety certifications & compliance requirements for all properties
- Liaise with property internal property inspectors to coordinate property inspections / inventories and provide landlords with detailed feedback
- Keep management systems accurate and up to date

What We’re Looking For in a Property Manager:

- Previous Property Management experience is essential for this role
 - ARLA qualification (a plus, but not required)
 - Excellent organisation & attention to detail – You will thrive off keeping everything running smoothly!
 - Strong communication & customer service skills – Building great relationships with landlords & tenants
 - A cool, calm attitude under pressure
 - Proficient with property management systems & admin tasks
- If you're looking to take the next step in your Property Management career with a respected brand, we want to hear from you!
- Magnus James is a specialist recruiter for the property industry and covers the following areas, New Homes, Residential Lettings, Estate Agents, Property Management and Block Management.

INDLC

Job Types: Full-time, Permanent

Pay: £32,000.00-£34,250.00 per year

Benefits:

- Company car
- Company pension
- Free parking

Ability to commute/relocate:

- Birmingham B3: reliably commute or plan to relocate before starting work (required)

Experience:

- Property Management: 1 year (required)

Licence/Certification:

- Driving Licence (required)

Work Location: In person

Reference ID: 10598