

Nourhan Ossama Mohamed Ahmed Zareh

Personal Information:

Birth: 28/10/1991

Status: Married

Address: 136 Gallal el desouky street, Wabour el Mayah, Alexandria, Egypt

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Educational information:

- Studied at Sacred Heart School from KG1 until second preparatory
 - Studied at Egyptian American School and Attained the American diploma SAT in 2011
 - Graduated from Arab Academy for Science and Technology and Maritime
 - Hotels and Tourism department. Major, Hotels management. In 2015 with a **GPA: 3.99**
 - Obtained Master's degree in Hotels studies, Faculty of Hotels and Tourism, Alexandria University in 2023. Thesis title : "Impact of green practices on Hotel Guests' Satisfaction: Perceived Motives, Attributes and Service outcomes "
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Work Experience

- Graduate teaching assistant, at Arab Academy for Science, Technology and Maritime transport, Hotels and Tourism department (2015 – 2023)
 - Quality Assurance Representative (2016 – Current)
 - Supervisor of Students' Training and Supporting activities (2016 – Current)
 - Teaching Assistant Arab Academy for Science, Technology and Maritime transport, Hotels and Tourism department from April, 2023
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Key skills:

- Excellent knowledge of all teaching subjects.
 - Have the confidence and energy to successfully handle difficult behavior
 - Ability to provide general support and one-to-one assistance for students.
 - Ability to provide special care assistance to students with special medical and psychological backgrounds
 - Communication and time management skills
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Academic publications

Published an article titled: **Impact of green practices on Hotel Guests' Satisfaction: The role of Perceived Motives, Attributes and Service outcomes** in Pharos International Journal of Tourism and Hospitality in February 2023

Teaching Courses:

- **Marketing Research**
 - **Principles of Marketing**
 - **Hospitality and Tourism Marketing**
 - **Psychological aspects**
 - **Hotels and Tourism economics**
 - **Hotel Cost Control**
 - **Hospitality and Tourism Planning**
 - **Sustainability**
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Research fields of interests:

Marketing – Sustainability – Tourism - Hospitality

Languages:

- Arabic (mother tongue)
- English (fluent spoken and written)
- French. (Very Good)
- Italian (Fair)