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**SENIOR MANAGEMENT PROFESSIONAL**

**EXECUTIVE SUMMARY**

* **Nearly 18 years of rich and qualitative experience in Front office Service Operations, General Administration, Hotel accounting, Customer Relationship Management in the Hotel industry.**
* **Supervising entire operations of the unit including F&B, Rooms division, Sales, H.R. Department, Purchase, Finance to ensure high quality of operating standard**.
* **Responsible for overall management &administration of the property.**

**Coordinate operations among all key departments like F.O, F&B, Sales, HK   
 Responsible for business strategy planning.**

* **Responsible for Marketing & Operations for the Hotel which would involve Develop and implement strategic plans, marketing plans, budget, training and goals program to ensure optimum customer satisfaction, sales potential and profitability on an on-going basis**
* **Has the overall responsibility for directing the daily operations of a restaurant, ensuring compliance with company standards in all areas of operation, including product preparation and delivery, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting and retention of team members, financial accountability, ensuring that the highest quality products and services are delivered to each customer and other duties as required or assigned**
* **Knowledge about prevalent business models with an ability to strategies as per the demands of the situation.**
* **Generating leads and converting queries into confirmations, Creating Sales according to the determined targets, and other sales related activities.**
* **Achieve total guest satisfaction and organizational profitability through effective utilization of all resources.**
* **Create a work environment that is high in employee morale and provides constant learning & development.**
* **Develop systems and procedure that achieve higher cost efficiency and guest satisfaction.**
* **Recruitment and performance Appraisal of the staff in the department.**
* **Develop & Implement the annual plan.**
* **Indenting & Inventory Controls of the departments.**
* **Ensure for the safety measures in the Unit.**
* **Drive business development for the company through close working with potential clients and identify opportunities for the local marketing segmentation.**
* **Assign Task & duties, Make Policies for Business Development, retaining old customers & adding new customers for hotel**
* **Maintain optimum stock levels to ensure smooth running of operations to cater to customer demands. Manage staff schedules to ensure optimum staffing at all times**
* **Work with the Executive chef in the area of cuisine, menu planning & design.**
* **Regular monitoring of, prompt, efficient and accurate service to all guests.**
* **Introduction of various schemes, food festivals or other retention programmed.**
* **Review the monthly profit and loss statement for various outlets & develop action plan on the same.**
* **Work in association with cost controller in various areas of Hotel Operational cost.**
* **Maintain regular contacts with corporate and individual customers, and build strong relationship with them.**
* **To check all the department procures the best quality raw material and cost effective equipment.**
* **Stay informed about local, national and international best practices / trends in food service, interior design, technology and entertainment in F&B.**

**CAREER GRAPH**

**Aug ’15 – Nov’15 Swiss International Hotel Nigeria 4 Star Hotel Consultant Manager**

**Aug ’14 – Jun ‘15 TNS Hospitality Company Limited TZ Lodges General Manager**

**Mar ‘12 – Jul ‘14 Atlantis Hotel Limited Tanzania 4 star boutique General Manager**

**April ‘10 – Mar ‘12 Paradise Express Hotel Tanzania 4 Star General Manager**

**Sep ‘07 – dec ‘09 Tulip Hotel Apartments Dubai** **4 Star** **Operations Manager**

**Dec ‘05 – Mar ‘07 Dhow Palace Hotel Dubai** **5 Star** **Duty Manager**

**Jul ‘00 – Oct ‘05 Metropolitan Deira Hotel Dubai 4 Star Night Manager**

**April’98– May’00 Golden Tulip Hotel Dubai** **4 Star Front Office Supervisor**

**AREAS OF EXCELLENCE**

Operations Management:

* **Spearheading the entire gamut of pre-operational stage, the entire operations of the hotel.**
* **Formulating standard operating procedures in coordination with Departmental HODs and ensuring that the entire team follows the same to maintain profitability of the organization.**
* **Heading direct selling and marketing for hotel facilities.**
* **Planning and organizing business promotional programs, events, activities and maintaining sound media relations.**
* **Handling duties within kitchen area in accordance with health, hygiene and safety regulations.**
* **Managing front office reservation entailing planning the events and designing promotional calendar.**
* **Leading surveys to purchase from new markets for procurement of raw material with assistance from the purchase manager and accounts manager.**

**Resource Management:**

* **Maintaining service standards by effective recruitment, training and organization of service staff.**
* **Handling several corporate training projects to make the team members adept with modern processing skills.**
* **Managing the daily maintenance of logs for temperature, thermometer, fridges and deep fridges.**
* **Preparing daily time audit sheets.**
* **Ensuring compliance with the standard company specification of recipes and hygiene.**
* **Monitoring daily requisition and stock items to meet ideal food cost, formulating record of food supplies and cooking equipment.**
* **Reviewing monthly expense report and identifying cost saving opportunities to improve economics through process re-engineering.**

**Client Servicing:**

* **Tracking guest satisfaction index for rooms, restaurants, banquets and other functional areas, communicating with the guests through e-mails and letters after reviewing comments card.**
* **Handling guest complaints/ emergencies and implementing strict quality check and benchmarking methodologies**
* **Increasing sales, controlling costs and keeping track of customer satisfaction index.**
* **Ensuring customer satisfaction by achieving delivery of service quality norms.**
* **Executing policies & procedures in the operating systems to achieve greater customer delight.**
* **Interacting with clients, handling guests’ requests & resolving their complaints.**

**EDUCATIONAL QUALIFICATION**

* **Bachelor’s Degree in Financial Accounting & Auditing –1996.**
* **2 Year’s Diploma in Hotel Management, from Institute for Technology & Management in 1993 – 1995**
* **Basic Applications in computers through Sukh Sagar Institute Mumbai ( 1993 – 1994)**

**TRAININGS**

* **Attended**:
  + **Motivation & leadership Metropolitan Hotels Dubai**
  + **Fire Fighting & preventive measures**

**OTHER CREDENTIALS**

* **Through knowledge of different hotel operating systems (Opera/Fidelio/Micros)**
* **Basics of Accounting and Financial Management working knowledge of MS Office/Tally operating system**
* **Costing and pricing techniques Menu Planning**