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Date of Birth: 28-02-1980

# **Summary**

A talented individual who has had a lifelong interest in hospitality industry. Proficient in Opera, Fidelio and WISH system with extensive experience across all areas of Front Office. Dedicated to ensuring a high level of customer service at all times, exceptional interpersonal skills with a positive attitude for building rapport with a diverse range of people. Able to multitask while remaining professional and courteous in fast-paced dynamic environment closely involved in the hotel's financial matters, keeping close track of budgets and the spending of various section in the department.

***Currently looking for new challenge in suitable managerial position***.

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| **Hotels & Resorts**  Hospitality management  Openings  Customer service  Staff recruiting  5 Star Hotel experience  Marketing  SOP’s & LQA | **Management**  People management  Training  Staff development  Staff scheduling  Corporate management  Generating revenue  Total guest satisfaction | **Personal**  Well presented  Communication skills  Organizing Passionate about customer services Problem solving  First Aid Certificate  Enthusiasm  Ambitious |

# **Bilingual**

Bengali =>Native English =>Excellent Assamese=> Excellent

Hindi => Excellent Arabic =>Basic

**Education**

Masters of Business Administration – Sikkim Manipal University

Bachelor of Business Administration – Kamaraj Madurai University

3 years Diploma in Hotel Management – SBIHM

# **Experience**

Team Leader

July 2011- Present Armed Forces Officers Club & Hotel (5 star)

UAE Military Hotel

Abu Dhabi – United Arab Emirates

Hospitality industry

The hotel comprises 600 luxurious guestrooms and suites all furnished to the highest standards in a modern Arabic style. To meet the needs of long-staying guests, the hotel offers 155 fully-furnished spacious serviced apartments ranging from studios to Three-bedroom units. The Resort is located within the man-made island stretch of private beach overlooking sea. The Resort is conveniently located 15 minutes from Abu Dhabi airport, offering a variety of shops and restaurants.  
  
**DUTIES:**   
Drives all activities aiming to provide comfortable and enjoyable stay for customers through implementing company standards procedures and policies and programs designed to enhance customer loyalty. Provides supervision and training to Front Office Staffs. based on company culture. Ensures up selling of rooms and/or apartments and reviews future reservations/occupancy to maximize rooms/apartments yield. Interacts with guests, deals with their inquiries/comments and implements corrective actions. Dealing with emergencies and difficult situations. Ensures the highest level of safety and security to all external and internal customers.

**Achievements:**

* Increasing Resort revenue by up selling
* Increasing OTA’s score from 5.2 to 8.1 / Trip advisor from 22 to 17 raking
* Minimizing expenses

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# Feb 2007- July 2009 Guest Service Agent

Armed Forces Officers Club & Hotel (5 star)

Hospitality industry

My Goals: Improve quality of service provided in order to guarantee guest’s satisfaction and to exceed expectations. To create a work environment that promotes teamwork, recognition, mutual respect and employee satisfaction. support the team to achieve the higher standards of performance. My Specialties:

* Supervised working of front office staff and assisted in registration of hotel guests.
* Monitored all guest complaints and managed all front desk agents.
* Trained front desk members, concierge and guest service team in all activities.
* Coordinated with various departments and ensured scheduled room changes.
* Performed and ensured efficient prices of all express check outs.
* Assisted front desk and prepared hotel for sold out nights.
* Making guests feel welcome, checking them in and out efficiently and dealing professionally
* Allocating rooms for guests as per their preferences
* Handling all conditions such as solve guest inquiries, provide guest requirement etc.
* Taking messages and delivering them to the respective guests
* Preparing bills, taking payments and handling foreign exchange
* Helping guests with special requests such as storing valuables in the hotel safe or luggage area, booking transportations, restaurants

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| --- | --- |
| Sep 2005 - Jan 2007 | Guest Service Agent  Le Royal Meridien Chennai ( 5 star Deluxe)  Hospitality industry   * Assigning rooms and issuing room keys for check-in of guests * Checking with the housekeeping department that rooms are ready to sale * Liaising with the bell desk to deliver guest luggage to the rooms * Anything requests for wake up calls, transporting arrangements and other general enquires * Settling guests complaints with tack and diplomacy * Liaising with departments like housekeeping, restaurants & security, regarding VIP & group check-ins * Transacting foreign exchange, converting foreign currencies and travelers cheques into local currency * Settling bill payments and expenses quickly and accurately for guests who are checking out * Maintaining safe deposit boxes and managing room bookings * Keeping a record of guests’ arrival, day and time of check-in, length of stay, and their special needs and preferences, update profile and link with history. |
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**Industrial Training**:

* Successfully completed 6 Months Industrial Training in major departments of Sitara Hotel (Dolphin Groups of Hotel) at Ramoji Film City Hyderabad, India

**Certifications**:

* Sales Coaching and Proactive Selling. Utilizing Effective Sales Management best practices in regard to optimize revenue growth Selling Technique - STRATOS AKADEMIJA May 2013
* Managing Employee Development Programmed April 2011 in AFOC&H Abu Dhabi
* On-job Training Certificate Program March 2011 in AFOC&H - Abu Dhabi
* Cross Training in Sales & Marketing June 2009 in AFOC&H - Abu Dhabi
* Customer Service, Training Courses in AFOC&H - Abu Dhabi
* Handling Guest Complain, Training Course in AFOC&H - Abu Dhabi
* 6CPR, AED and Basic First Aid Certificate Program from ASHI (American Safety and Health Institute)
* Received Appreciation Letter from UAE Armed Forces - Moral Guidance for active participation for the group stay during Abu Dhabi IDEX 2009, 2011,2013 & 2015 (International Defense Exhibition & Conference)